



Microsoft 70-270

Installing, Configuring and Administering
Microsoft Windows XP Professional

Q&A with explanations

Version 41.0

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Total number of questions: 210

Topic 1, Installing Windows XP Professional (24 Questions)

Part 1: Perform and troubleshoot an attended installation of Windows XP Professional (2 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

A TestKing.com user named Mia Hamm uses a Windows 95 client computer named TESTKING-WS270. TESTKING-WS270 contains a single hard disk drive with two partitions that have been assigned the drive letters C and D. You need to perform a clean install of Windows XP Professional on TESTKING-WS270. You decide to install a second hard disk drive in TESTKING-WS270 and assign it the drive letter E.

You want the E: drive to become the boot partition. What should you do?

- A. Select Advanced Options from the Install Options dialog box in Setup.
- B. At the command prompt, run winnt32.exe /syspart:E.
- C. Define the TargetPath option in an answer file and use the answer file to perform an unattended installation.
- D. Use Sysprep to create an image for TESTKING-WS270.

Answer: A **Explanation:** The boot partition is the partition that constrains the %SystemRoot% folder into which set up copies the Windows XP Professional system files. This partition can be the primary partition of a logical partition. You can specify which drive letter or partition Setup should use in the Advanced Options dialog box.

Incorrect answers: **B:** The syspart switch is used to copy Set up files to a temporary hard disk drive that can be moved to another computer on which the installation is to be performed. The syspart switch marks the specified drive letter as the system partition to which Setup will copy the Setup startup files. The hard drive can then be moved to a new computer where Windows XP Professional Setup will begin at the next phase.

C:

The TargetPath option of an answer file specifies the name of the folder in which Windows XP Professional will be installed. It does not specify the drive letter or partition.

D: Sysprep is used to create an image that contains the operating system and the applications that are to be installed on a target computer. However, the Sysprep image can only contain a single partition and will replace the C: drive.

Reference:Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 1

Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 12

QUESTION NO: 2You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server. Half the client computers run Windows NT 4.0 Workstation and the rest run Windows XP Professional. The TestKing.com network also contains a file server named TESTKING-SR24.

You need to upgrade a Windows NT 4.0 client computer named TESTKING-WS290 to Windows XP Professional. However, the Windows XP Professional installation CD does not contain the drivers for the network adapter card currently installed on TESTKING-WS290. You copy the i386 folder from the Windows XP professional installation CD to a shared folder named i386 on TESTKING-SR24. In the i386 shared folder you create a folder named Testadpcrd and copy the drivers for the network adapter card to the Testadpcrd folder.

You want the Testadpcrd folder to be copied to the <systemroot> folder on TESTKING-WS290 during the upgrade process. After the upgrade, you want to be able to access the drivers in the Testadpcrd folder for future use.

What should you do on TESTKING-WS290?

- A. At a command prompt, run the Winnt.exe command with the /r:testadpcrd switch.
- B. At a command prompt, run the Winnt.exe command with the /rx:testadpcrd switch.
- C. At a command prompt, run the Winnt32.exe command with the /copysource:testadpcrd switch.
- D. At a command prompt, run the Winnt32.exe command with the /copydir:testadpcrd switch.

Answer: DExplanation: In the i386 folder you will find the Winnt32.exe or Winnt.exe. In the command prompt you use the Winnt32.exe command with the copydir switch. The copydir:folder name creates a customized subfolder that can be used with the Windows XP Professional installation. If you use the /copydir option, the folder is not deleted.

Incorrect answers: A: The /r switch is used with the winnt command. The winnt command is used to install Windows XP Professional on a computer that is not running Windows 98, Windows Me, Windows NT 4 Workstation, Windows 2000 Professional, or Windows XP Home Edition.

B: The /rx switch is used with the winnt command. The winnt command is used to install Windows XP Professional on a computer that is not running Windows 98, Windows Me, Windows NT 4 Workstation, Windows 2000 Professional, or Windows XP Home Edition.

C: The /copysource:folder name is used to create a temporary subfolder for Windows XP Professional files to be used during the installation process. Once the installation process is complete, the folders created with this process are deleted. If you use the /copydir option, the folder is not deleted.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 11

Part 2: Perform and troubleshoot an unattended installation of Windows XP Professional

A: Install Windows XP Professional by using Remote Installation Services (RIS) (6 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. The TestKing.com network contains ten Windows 2000 Server computers and 1,200 Windows 98 client computers.

TestKing.com intends to hire another 25 employees over the next 3 months. The company has purchased 25 new client computers that will be issued to the new employees. You have been instructed to install Windows XP Professional as well as a standard set of applications on the new client computers. The new client computers consist of five different hardware configurations as shown in the following table:

	BIOS	Processors	PXE-NIC	VGA Adapter
Computer 1	ACPI	1	3 Com 3C905B	ATI 3D RAGE
Computer 2	ACPI	2	Realtec RTL8029	ATI 3D RAGE
Computer 3	Non- ACPI	2	Realtec RTL8029	Nvidia GForce 3
Computer 4	ACPI	1	Realtec RTL8029	Nvidia GForce 3
Computer 5	Non- ACPI	1	Realtec RTL8029	ATI 3D RAGE

All the hardware on the new client computers appears on the Hardware Compatibility List (HCL).

You intend to use RIPrep to deploy Windows XP Professional and the applications on the new client computers. How many RIPrep images would you require?

- A. Twenty Five
- B. Five
- C. Four
- D. One

Answer: C
Explanation: The 25 client computers are classed in four categories because you need a separate image for each supported hardware abstraction layer (Hal) that is used in the four different client computers. To use Sysprep, all computers to which you intend to install Windows XP Professional (also known as target computers) must have the same hardware abstraction layer (HAL), Advanced Configuration and Power Interface (ACPI) support, and mass storage controller devices as found in the reference computer that you prepare using Sysprep. The HAL for the imaged computer and the target computers must match. For example, you could not apply an ACPI-based HAL on a non-ACPI-based computer. For other hardware differences, the RIPrep wizard will use Plug and Play capabilities to detect any hardware differences between the source and destination computers.

Incorrect answers:
A: There is no need to create 25 images; the installation wizard will detect hardware components. If the devices are Plug and Play, the Plug and Play manager will configure the device.

B, D:

You do not need to create one or for that matter five images; different HALs are needed for the computers that support ACPI and those not. Different HALs are needed for single processors and dual-processor systems.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 41
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 2

QUESTION NO: 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. TestKing.com contains a server named TESTKING-SR10 that is used for Remote Installation Services (RIS) and Remote Installation Preparation (RIPrep).

Due to company growth, TestKing.com has acquired 40 new client computers. You have been instructed to install Windows XP Professional as well as a standard set of applications on the new client computers. You intend using the RIS and the RIPrep wizard to install Windows XP Professional on all the new client computers. You install Windows XP Professional and the client applications on a reference computer named TESTKING-WS288. After creating the RIPrep image, you discover that Microsoft has just released a new service pack for Windows XP Professional. You want to apply the service pack to the RIPrep image before deploying Windows XP Professional to the new client computers.

What should you do?

- A. At a command prompt on TESTKING-WS288, run riprep.exe
- B. Use xcopy to copy the files from the service pack to TESTKING-SR10.
- C. Slipstream the service pack files to the RIPrep image on TESTKING-SR10.
- D. At a command prompt on TESTKING-WS288, run sysprep.exe

Answer: C Explanation: Slipstreaming is the act of integrating service pack files with operating system installation files, so that the operating system can be installed together with the service pack in a single operation. To maintain the correct version, you must integrate the slipstream the service pack into the RIPrep image of TESTKING-SR10.

Incorrect answers: A:

A (RIPrep) image is a type of image configured on a Remote Installation Services (RIS) server. A RIPrep image can contain the Windows XP Professional operating system and applications. This type of image is based on a preconfigured computer. In this case it cannot run until the RIPrep image version matches the version of Windows XP Professional on the server. It can only be done after the slipstreaming.

B: With xcopy you can override the default results for permissions. The /o switch of the Xcopy command copies the file access control list (ACL), which includes all the permissions along with the file. You can use the /x switch to copy the information in addition to the ACL. This means that you cannot create an RIS image of a workstation

D: Sysprep works together with a third-party imaging application such as Norton Ghost or Symantec Drive Image to create cloned copies of the system drive with unique security identifiers (SIDs) that satisfy the requirement that all computers on the network must have a unique SID.

Reference:Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 2

Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 51

QUESTION NO: 3You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. The TestKing.com network contains ten Windows 2000 Server computers and 1,200 Windows 98 client computers.

Due to company growth, TestKing.com intends to hire an additional 200 employees over the next 6 months. The company has purchased 200 new client computers that will be issued to the new employees. You have been instructed to install Windows XP Professional as well as a number of proprietary applications on the new client computers.

You want to deploy Windows XP Professional and the propriety applications using the least amount of administrative effort?

What should you do?

- A. Use an answer file when installing Windows XP Professional and install the proprietary after the installation is complete.
- B. Run the Winnt32.exe /unattend from a command prompt.
- C. On a reference computer, install the Windows XP Professional and the applications and configure the settings as needed. Then run

RIPrep.exe from the command prompt. Then use Remote Installation Services (RIS) to install the RIPrep image.

- D. On a reference computer, install the Windows XP Professional and the applications and configure the settings as needed. Then run Sysprep.exe from the command prompt. Then use Remote Installation Services (RIS) to install the Sysprep image.

Answer: C
Explanation: Because these are new computers you should use Remote Installation Services. RIS can be used only for clean installations and can't be used to upgrade a previous version of Windows. Because the installation comes from a reference computer, these computer's Hardware Abstraction Layer (HAL) must be the same as the other client computers that need the installation. You should then create an image by using RIPrep.exe, on the reference computer. A (RIPrep) image is a type of image configured on a Remote Installation Services (RIS) server. A RIPrep image can contain the Windows XP Professional operating system and applications. You should connect the client computers to the network and the client computers that are Pre-boot Execution Environment (PXE) enabled will start automatically. PXE is a technology that is used to boot to the network when no operating system or network configuration has been installed and configured on a client computer.

Incorrect answers:**A:** You do not want the new employees to intervene with the installation because they do not have much experience. With Winnt.sif a floppy disk is needed, which means the new employees must insert the floppy disk containing the files after the first reboot, when the text-based portion of Setup is beginning.

B: This here is new client computer. You can only use Winnt32.exe if the client computers are already running a 32-bit Windows operating system.

D: You can use Sysprep.exe to create an installation image, but Sysprep images cannot be deployed using a RIS server. You should create a RIPrep image instead.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 51
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 2

QUESTION NO: 4

You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows 2000 Professional. The TestKing.com network contains a file server named TESTKING-SR14 and 1,500 client computers.

You have been instructed to perform a clean installation Windows XP Professional on 100 of the client computers. The custom settings and personal data of the users of these client computers must be preserved. You want to use Remote Installation Services (RIS) to deploy Windows XP Professional to these client computers. You also want to use the least amount of administrative effort.

What should you do?

- A. You should copy the user state data to TESTKING-SR14 by using the Scanstate.exe and run the Loadstate.exe to apply the settings to the 100 client computers.
- B. On all the 100 client computers you should back up the user state data and perform a operating system upgrade and restore user state data to the client computers from the back ups.
- C. You should copy each of the 100 user's profiles to a network share. When the upgrade is complete the users then can retrieve their profiles.
- D. Backup the Systems State data from the 100 client computer to a network share. Restore the System State data once the installation of Windows XP Professional is complete.

Answer: A
Explanation: The case states that you want to use (RIS). You can use the User State Migration Tool (USMT) to transfer personal data, application settings and personal operating systems data. Windows XP Professional ships with a utility called the User State Migration Tool (USMT) that is used by administrators to migrate users from one computer to another via command-line utilities. The USMT is almost the same as the FAST Wizard with the following differences:

- * The USMT is more configurable and can use INF files to specify which files and settings are transferred.
- * The USMT is scriptable and uses command-line utilities to save and restore user files and settings.

The options also states that you should use Scanstate.exe and run the Loadstate.exe. The USMT consists of two executable files, ScanState.exe and LoadState.exe.

- * ScanState.exe collects user data and settings information based on the configuration of the Migapp.inf, Migsys.inf, Miguser.inf, and Sysfiles.inf files.

*

LoadState.exe then deposits the information that is collected from the source computer to a computer running a fresh copy of Windows XP Professional.

Incorrect answer **B**: To back up the 100 client computers and to restore the user's personal on all the 100 client computers is more time consuming.

C: The user profile only contains the desktop and logon settings. For the users to retrieve their profiles would not give them their custom settings that are associated with the applications from their client computers.

D: The Systems State data from Windows 2000 and Windows XP Professional is different. Windows 2000's Systems State data includes system boot files, the registry, all files that are protected by the Windows File Protection and the COM+ Class Registration database. The option states that you copy the Systems State data from the client computer, which means from Windows 2000. The Windows XP's User State Migration Tool (USMT) to transfer personal data, application settings and personal operating systems data.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 103

Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 3

QUESTION NO: 5 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. The TestKing.com network contains ten Windows 2000 Server computers, 600 Windows 98 client computers and 1,000 Windows 2000 Professional client computers.

TestKing.com intends to hire another 75 employees over the next 6 months. The company has purchased 75 new PXE-enabled client computers that will be issued to the new employees. You have been instructed to install Windows XP Professional on the new client computers. You attach the new client computers to the network as shown in the network exhibit.

Network exhibit:



You want to perform an unattended installation of Windows XP Professional on the new computers. You create an installation image of Windows XP Professional on TESTKING-SR16.

You start one of the PXE-enabled client computers. However, after completing the power-on self test (POST) the PXE-enabled client computer reports that no operating system is available. You need to ensure that Windows XP Professional can be deployed successfully on the new client computers.

What should you do?

- A. On the PXE-enabled client computer you should perform the Rbfg.exe command from the command prompt.
- B. In the system BIOS of the PXE-enabled client computer, specify the NIC as the first boot device.
- C. You should add a WINS server to TestKing.com's network and restart the PXE-enabled client computer.
- D. You should recreate the installation image and restart the PXE-enabled client computer.

Answer: B
Explanation: The scenario states that you started the PXE-enabled client computer with the Windows XP Professional CD. The PXE-enabled client computer is not configured to boot from the boot-Rom on its NIC. Client computers must meet the proper design specification to be installed with RIS. This includes the capability for remote booting, which is usually accomplished by adding a network interface card (NIC) that is equipped with a PXE ROM-enabled chip, along with support in the BIOS for booting the computer from this NIC.

Incorrect answer A: The client computer is PXE-enabled, so to perform the Rbfg.exe is not necessary. Rbfg.exe is used to create a specialized floppy boot disk that can communicate with an RIS server to start a remote installation.

C: RIS allows an administrator to remotely install operating systems on client computers. To use RIS, you need to install this component on the server. The following server components must be available on the RIS server or on another server available to the RIS server:

- * Dynamic Host Configuration Protocol (DHCP) that provides TCP/IP configuration parameters that enables the client computer to create its own network connection.
- * Domain Name System (DNS) that provides name resolution services so that the client computer can locate the RIS server by name.
- * Active Directory because the RIS operates only in an Active Directory-enabled domain environment. You cannot use RIS in a workgroup environment.

D: You are not required to recreate the installation image.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 41
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 2

QUESTION NO: 6 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. The TestKing.com network contains 20 Windows 2000 Server computers and 1,600 Windows 2000 Professional client computers. TestKing.com also contains a server named TESTKING-SR20 that is used for Remote Installation Services (RIS).

TestKing.com intends to hire another 200 employees over the next 12 months. The company has purchased 200 new client computers that will be issued to the new employees. You have been instructed to install Windows XP Professional as well as some propriety applications on the new client computers.

You want to deploy Windows XP Professional and the proprietary applications using the least amount of administrative effort?

What should you do?

- A. You should copy an installation of Windows XP Professional with the customized settings and the proprietary applications on a reference computer and copy the hard drive content of the reference computer to a shared folder on TESTKING-SR20.
- B. You should copy an installation of Windows XP Professional with the customized settings and the proprietary applications on a reference computer, then remove its hard drive and install it in a removable cartridge on TESTKING-SR20.
- C. You should copy an installation of Windows XP Professional with the customized settings and the proprietary applications on a reference computer and then run the RIPrep.exe to create the installation image.
- D. You should copy an installation of Windows XP Professional with the customized settings and the proprietary applications on a reference computer and then run the Sysprep.exe to create the installation image.

Answer: C
Explanation: TestKing.com has a RIS server. To deploy Windows XP Professional and the proprietary applications, you should install these items on the reference computer which has the same HAL as the target computers. RIS can be used only for clean installations and can't be used to upgrade a previous version of Windows. A (RIPrep) image is a type of image configured on a Remote Installation Services (RIS) server. A RIPrep image can contain the Windows XP Professional operating system and applications. You should connect the client computers to the network and the client computers that are Pre-boot Execution Environment (PXE) enabled will start automatically. PXE is a technology that is used to boot to the network when no operating system or network configuration has been installed and configured on a client computer.

Incorrect answer A: To copy the copy the hard drive content of the reference computer to a share folder on the RIS server (TESTKING-SR20) will not enable you to install the required Windows XP Professional installation.

B: To remove its hard drive and install it in a removable cartridge on RIS server (TESTKING-SR20) will not enable you to install the required Windows XP Professional installation.

D: Sysprep works together with a third-party imaging application such as Norton Ghost or Symantec Drive Image to create cloned copies of the system drive with unique security identifiers (SIDs) that satisfy the requirement that all computers on the network must have a unique SID. Sysprep is not compatible with RIS.

Reference: Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 2
Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 41

B: Install Windows XP Professional by using the System Preparation Tool (3 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. The TestKing.com network contains 20 Windows 2000 Server computers and 1,600 Windows 2000 Professional client computers.

TestKing.com is in the process of upgrading the client computers to Windows XP Professional. You want to use cloning to deploy Windows XP Professional to the client computers in the Finance Department. You install a client computer named TESTKING-WS270 in your test lab and install Windows XP Professional on TESTKING-WS270. You then install the required applications on TESTKING-WS270 and configure the computer. After ensuring that TESTKING-WS270 performs as expected, you log onto the computer as the local Administrator. However, when you attempt to run sysprep.exe at the command prompt, sysprep.exe does not execute.

What is the most probable cause of this problem?

- A. The disk drive on TESTKING-WS270 has multiple partitions. Sysprep can only clone a single partition.
- B. The sysprep files are not in the systemdrive\sysprep directory.
- C. To run the sysprep utility, you must be a member of the Domain Admins group.
- D. The partitions on TESTKING-WS270 are formatted with FAT32.

Answer: B Explanation: For Sysprep.exe to run you need the following files Sysprep.exe, Setupcl.exe and Sysprep.inf on a floppy disk or in the systemdrive\sysprep directory.

Incorrect answer: **A:** Sysprep.exe can work on any Windows file system.

C: Not only the Domain Admins group has that privilege, but the administration account has also sufficient privileges to run Sysprep.exe.

D: Sysprep.exe can work on any Windows file system.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 62
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 2

QUESTION NO: 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

Due to company growth, TestKing.com intends to hire an additional 200 employees over the next 6 months. The company has purchased 200 new client computers that will be issued to the new employees. You have been instructed to install Windows XP Professional on the new client computers. You want to use the Sysprep tool to install Windows XP Professional on the client computers.

The written TestKing.com usage policy states that no user may use Add or Remove Programs in the Control Panel. You need to deploy Windows XP Professional to the new client computers. You also need to ensure that the written usage policy is not violated. You install Windows XP Professional on a reference computer named TESTKING-WS232.

What should you do next?

- A. On TESTKING-WS232, delete Control.exe before creating the Sysprep image.
- B. On TESTKING-WS232, create a local computer policy that removes Add or Remove Programs from Control Panel.
- C. Create a new organizational unit (OU) named NewComputers. Move the new client computers to the NewComputers OU and apply a GPO that removes Add or Remove Programs from Control Panel to the NewComputers OU.
- D. Configure the default Domain Controller policy for the testking.com domain to remove Add or Remove Programs from Control Panel.

Answer: B

Explanation:

The System Preparation Tool (Sysprep.exe) is used to prepare a computer for disk imaging, which can be done with a third-party image software or with disk-duplicator hardware. Disk imaging (also sometimes called disk cloning or disk duplication) is the process of creating a reference computer for the automated deployment. To deploy this policy, you can set the Remove Add/Remove Programs to Enable in the local computer policy on the reference computer.

Incorrect answer:

A: The Control.exe can be run from the command prompt. This command is used to start Control Panel.

C, D: Sysprep does not support Active directory-related settings. Policies enforced through GPO's in the active directory do not affect stand alone computers or workgroup.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 45

Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 2

QUESTION NO: 3 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

Due to company growth, TestKing.com intends to hire another 200 employees over the next 12 months. The company has purchased 200 new client computers that will be issued to the new employees. You must install Window XP Professional on the new client computers. You prepare the installation of Window XP Professional for the new client computers on a file server named TESTKING-SR26. You install Windows XP Professional on a reference computer named TESTKING-WS270 and configure the computer. You then copy a Sysprep folder from TESTKING-SR26.

However, when you attempt to run sysprep.exe at from that folder you receive the error message as shown in the Sysprep exhibit.

Sysprep Exhibit:



You need to ensure that Windows XP Professional is deployed successfully on the new client computers.

What should you do?

- A. You should run RIPrep.exe rather than Sysprep.exe.
- B. You should replace all files from the Sysprep folder with the files from the Windows XP Professional Installation CD.
- C. You should remove Setupcl.exe from the Sysprep folder.
- D. You should run the Sysprep.exe with the -msoobe parameter.

Answer: B
Explanation: The System Preparation Tool (Sysprep.exe) is used to prepare a computer for disk imaging, which can be done with a third-party image software or with disk-duplicator hardware. The Windows 2000 Server version of Sysprep does not work on Windows XP.

Incorrect answer:A: The Sysprep image cannot be deployed by RIS

C: Sysprep is found in the Deploy.cab file located in the Support\Tools folder of the Windows XP Professional CD-ROM. When you extracted the contents of this file to install the Setup Manager, you also extracted the Sysprep.exe utility plus another required program named Setupcl.exe.

D: This parameter would invoke the Windows Welcome screen the next time the computer reboot.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 46
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 2

C: Create unattended answer files by using Setup Manager to automate the installation of Windows XP Professional (1 Question)

QUESTION NO: 1 DRAG DROP You work as the network administrator at new company named TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. TestKing.com consists of three departments, named Sales, Marketing, and Finance. You have been instructed to install Windows XP Professional on 2000 new client computers that will be used by members of the Finance department. Four network technicians will assist you in accomplishing this task.

You need to use the different deployment methods to install Window XP Professional on the client computers. The deployment methods will include bootable CD-ROMs, Remote Installation Services (RIS), and the System Preparation tool (Sysprep). You will use answer files to automate the deployment.

Which answer files should you create for each of the deployment methods you will use?

To answer, drag the appropriate answer file to the correct deployment method in the work area.

Answer Files, select from these	Installation Methods, drag here
<div>risetup.sif</div>	Bootable CD-ROM:
<div>winbom.ini</div>	Remote Installation Preparation (RIPrep):
<div>remboot.sif</div>	Built-in RIS CD-Based Image:
<div>winnt.sif</div>	RIS CD-Based Image generate by Setup:
<div>ristndrd.sif</div>	Sysprep factory mode:

Answer File

Answer File

Answer File

Answer File

Answer File

Answer:

Answer Files,
select from these

Installation Methods,
drag here

Bootable CD-ROM:

winnt.sif

Remote Installation Preparation (RIPrep):

risetup.sif

Built-in RIS CD-Based Image:

ristndrd.sif

RIS CD-Based Image generate by Setup:

remboot.sif

Sysprep factory mode:

winbom.ini

Explanation: The correct answer file that is used to deploy Windows XP Professional from a bootable CD-ROM is called winnt.sif. The correct answer file that is used to deploy Windows XP Professional from a RIPrep image is called risetup.sif. The correct answer file that is used to deploy Windows XP Professional from a RIS CD-based image is called ristndrd.sif. The correct answer file that is used to deploy Windows XP Professional from a RIS CD-based created by Setup Manager is called remboot.sif. The correct answer file that is used to deploy Windows XP Professional using the sysprep -factory command is called winbom.ini.

Reference:Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 2

Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 47

Part 3: Upgrade from a previous version of Windows to Windows XP Professional

A: Prepare a computer to meet upgrade requirements (2 Questions)

QUESTION NO: 1You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. 200 client computers on the TestKing.com network have legacy ticket scanning devices for which there is no existing Windows XP driver support. These client computers currently run Windows NT 3.51 Workstation.

You have been instructed to upgrade the 200 Windows NT 3.51 Workstation computers to Windows XP Professional. Before you upgrade the computers to Windows XP Professional you want to ensure that the ticket scanning devices are compatible with Windows XP Professional. You need to test compatibility as quickly as possible. Should the devices not be compatible with Windows XP Professional, you must be able to return to the current operating system in the least amount of time.

What should you do?

- A. Upgrade one of the Windows NT 3.51 Workstation computers to Windows XP Professional and run the attached ticket scanning device.
- B. Install a new hard disk on one of the Windows NT 3.51 Workstation computers and install Windows XP Professional on the new hard disk. Allow Windows XP Professional to detect the attached ticket scanning device.
- C. Upgrade one of the Windows NT 3.51 Workstation computers to Windows NT 4.0 Workstation and then to Windows XP Professional.
- D. On the hard disk of one of the Windows NT 3.51 Workstation computers, create a new partition from the free space on the disk and install Windows XP Professional on the new partition. Then run the attached ticket scanning device.

Answer: B
Explanation: By installing Windows XP Professional on a new hard disk on one of the Windows NT 3.51 Workstation computers, we can check the ticket scanning device's compatibility with Windows XP Professional without affecting the existing operating system. This will allow us to return to Windows NT 3.51 should the ticket scanning device not be compatible with Windows XP Professional

Incorrect answer: A, C: Upgrading to Windows XP Professional would require that we reinstall Windows NT 3.51 should the ticket scanning devices not be compatible with Windows XP Professional. This would require a considerable amount of time.

D: We could create a new partition on the hard disk but this would consume more time than installing a new hard disk.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 95
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 3

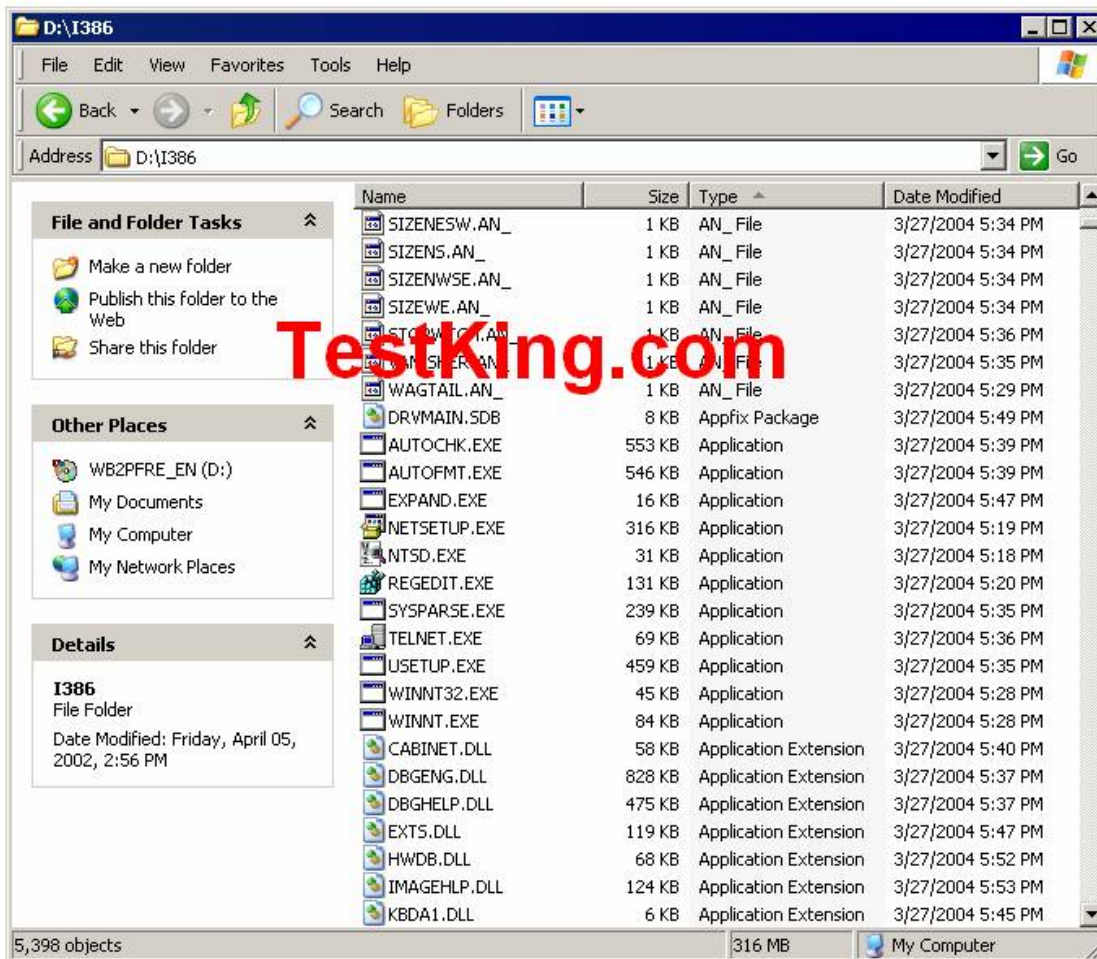
QUESTION NO: 2 HOTSPOT

You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. The TestKing.com network contains 5 Windows 2000 Server computers and 500 client computers. All client computers run Windows 98 and an identical set of in-house applications.

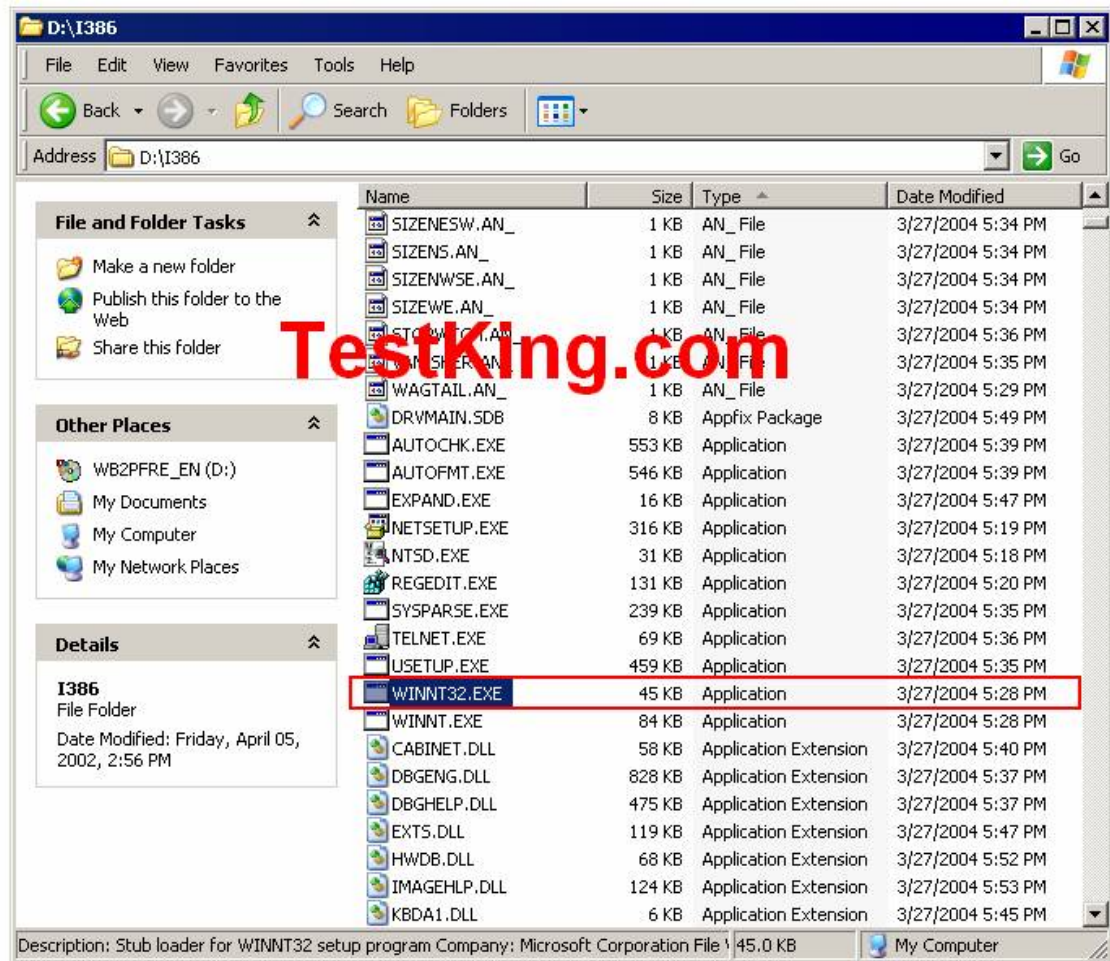
TestKing.com wants to upgrade all client computers to Windows XP Professional. You need to ensure that the hardware and the applications on the client computers are compatible with Windows XP Professional.

You insert the Windows XP Professional Installation CD in a client computer named TESTKING-WS101 and browse to the i386 folder. The content of the i386 folder is shown in the exhibit.

Which file should you run to verify the compatibility of the hardware and applications on TESTKING-WS101? To answer, click on the appropriate file in the exhibit.



Answer:



Explanation: Microsoft includes a /checkupgradeonly compatibility tool that is run from the command line with the WINNT32.exe command. The winnt32.exe /checkupgradeonly command generates reports describing hardware and software components that may not be compatible with Windows XP Professional.

Reference: Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 3

B: Migrate existing user environments to a new installation requirements (3 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. The TestKing.com network contains ten Windows 2000 Server computers and 1,200 Windows 98 client computers.

A client computer named TESTKING-WS134 runs three programs that start automatically when TESTKING-WS134 is connected to the network. You have received instructions to upgrade TESTKING-WS134 to Windows XP Professional. After the upgrade you discover that the three programs no longer start when TESTKING-WS134 is connected to the network. You need to ensure that the three applications start automatically when TESTKING-WS134 is connected to the network.

What should you do?

- A. Use the Files and Settings Transfer Wizard utility to restore the Windows 98 configurations setting.
- B. In the Services console in the Computer Management utility, configure the three applications to start automatically.
- C. Use the User State Migration utility to restore the Windows 98 configurations setting.
- D. Restore the startup programs in the System Configuration utility.

Answer: D
Explanation: The Msconfig utility is a system configuration utility. When you do an upgrade from Windows 98 to Windows XP Professional the Windows XP Professional setup utility removes files with .lnk and .exe extensions from the startup folder. These files are stored in the programs folder of the Start menu. To restore the files and registry values, you should select the "Restore Startup Programs" on the Startup tab.

Incorrect answer:**A: The Files and Settings Transfer Wizard** utility is use to copy files and configuration settings from a computer running a pre-Windows XP version to a computer which runs a fresh version of Windows XP Professional.

B: The Computer Management utility is use to mange system-wide settings instead of user individual settings.

C: The User State Migration tool is used by administrators to migrate users from one computer to another via command-line utilities.

Reference:Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 3

Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 104

QUESTION NO: 2You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows 98.

A client computer named TESTKING-WS201 runs a number of critical propriety applications. You were instructed to upgrade TESTKING-WS201 to Windows XP Professional. Before you begin the upgrade you backup the data TESTKING-WS201. After the upgrade you test the proprietary applications and notice that some of the propriety applications do not start. The applications are critical to the functioning of TestKing.com. You want to return TESTKING-WS201 to Window 98 without losing the propriety applications and the data.

You want to use the least amount of administrative effort in accomplishing this goal.

What should you do?

- A. On TESTKING-WS201, go into the Control Panel and open Add or Remove Programs and select Uninstall Windows XP Professional.
- B. From the backup you made restore data and restore Windows 98.
- C. Reboot TESTKING-WS201 and choose the Last Known Good Configuration.
- D. On TESTKING-WS201, open System Restore; select Restore my computer to an earlier time and select the most resent system checkpoint.

Answer: AExplanation: You can rollback from an installation of Windows XP Professional to Windows 98. The prerequisite is that the boot partition must have been formatted with FAT or FAT32.

Incorrect answer:

B: You cannot restore Windows 98 because there was no image created of Windows 98.

C: The Last Known Good Configuration will restore TESTKING-WS201 the last you successfully log on. This was after the installation of the Windows XP Professional installation.

D: The System Restore will restore TESTKING-WS201 to a system checkpoint. To do this will not restore TESTKING-WS201 to Windows 98.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 106

Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 3

QUESTION NO: 3You work as the network administrator at a new company named TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and the client computers run Windows Millennium Edition and Windows XP Professional.

TestKing.com consists of three departments, named Sales, Marketing, and Finance. Mia Hamm is the manager of the Sales department. She currently uses a client computer named TESTKING-WS199 which runs Windows Millennium Edition. TestKing.com purchases a new computer named TESTKING-WS230 for Mia Hamm. You have been instructed to install Windows XP Professional and several Microsoft XP applications on TESTKING-WS230. Mia Hamm wants you to transfer her data and custom settings from TESTKING-WS199 to TESTKING-WS230.

What should you do?

- A. You should enable Remote Assistance.
- B. You should use the .inf files.
- C. You should use the Files and Settings Transfer Wizard.
- D. You should enable Remote Desktop.

Answer: C
Explanation: The Files and Settings Transfer Wizard utility is used to copy user state data from a computer running a pre-Windows XP version to a computer which runs a fresh version of Windows XP Professional. You then should use the FAST Wizard to transfer the data and custom settings from the Windows Millennium Edition computer to TESTKING-WS230.

Incorrect answer:
A: Remote Assistance will allow the other Windows XP Professional client computers of the other departments to view you desktop and administer TESTKING-WS230.

B: The .inf files alone would not enable you to transfer user state data. If you use the User State Migration Tool to transfer user state data from one computer to another, you then can create an .inf file.

D: Remote Desktop can be used to provide client computers with remote access to a Windows XP Professional computer and any base Windows applications. In the case you want to transfer user settings and data from the Windows Millennium Edition computer to TESTKING-WS230.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 171

Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 3

Part 4: Perform post-installation updates and product activation (2 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server computers and all client computers run Windows XP Professional.

TestKing.com consists of three departments, named Sales, Marketing, and Finance. Mia Hamm is the manager of the Sales department. She currently uses a client computer named TESTKING-WS289 and is concerned about security on her computer. Microsoft has just released a new service pack that addresses Mia Hamm's security concerns. Mia Hamm asks you to install a service pack on her computer.

What should you do?

A. Run Add/Remove Window Components from Add or Remove Programs in the Control Panel.

- B. Run Windows Update from the Startup menu.
- C. Run the Windows Installer.
- D. Run the Computer Management utility.

Answer: B
Explanation: Windows Update is a utility that connects to Microsoft's website and checks to ensure that you have the most up-to-date version of XP Professional files. Some of the common update categories associated with Windows Update is:

- * Critical updates and Service Packs
- * Windows XP updates
- * Drivers

Incorrect answer:A: The Add/Remove Window Components allows you to install components that you did not include in you installation.

C: The Windows Installer is used to install and manage applications.

D: The Computer Management utility is use to mange system-wide settings, not to install a service pack.

Reference:Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 3

Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 23

QUESTION NO: 2You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. The TestKing.com network contains 15 Windows 2000 Server computers and 1,000 Windows 2000 Professional client computers.

TestKing.com consists of four departments, named Research, Sales, Marketing, and Finance. The Research department has 35 client computers, the Sales department has 365, and the other two departments have 300 client computers each. You have received instructions to upgrade all client computers in the Research department to Windows XP Professional. You upgrade the client computers successfully and return them to the Research Department.

Rory Allen is a member of the Research department. Rory Allen uses a client computer named TESTKING-WS210. A month after the upgrade Rory Allen complains that he cannot log on to his client computer. Other members of the Research department are experiencing the same problem. You need to ensure that members of the Research department can log on to their client computers.

What should you do?

- A. Instruct the members of the Research department to log on to their client computers using their local accounts and not their domain accounts.
- B. On the client computers in the Research department, set the Apply Group Policy permission for the GPO that controls the account lockout policy to deny.
- C. Reinstall the Windows XP Professional on all client computers in the Research department.
- D. Activate Windows XP Professional with Microsoft Clearing House on all client computers in the Research department.

Answer: D
Explanation: The Windows XP Professional installation must be activated within 30 days on installation. You can do this by connecting to the Internet or by contacting a Microsoft Clearing House representative.

Incorrect answer:

- A:** The client computers have not been activated, this means that the users will not be able to log on to their local accounts to log on to the client computers.
- B:** The case does not say anything about GPOs to enforce an account lockout policy. This will not prevent users to log on to their client computers.
- C:** It can be done, but you still need to activate Windows XP Professional within 30 days.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 29
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 3

Part 5: Troubleshoot failed installations (5 Questions)

QUESTION NO: 1

You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. The TestKing.com network contains ten Windows 2000 Server computers and 1,200 Windows 2000 Professional client computers.

TestKing.com intends to hire another 25 employees over the next 3 months. The company has purchased 25 new client computers that will be issued to the new employees. You have been instructed to install Windows XP Professional as well as a standard set of applications on the new client computers. All the hardware on the new client computers appear on the Hardware Compatibility List (HCL).

You install Windows XP Professional on one of the new client computers named TESTKING-WS290. However, once the installation is complete TESTKING-WS290 fails to start and you receive a "STOP INACCESSIBLE BOOT DEVICE" error message. You need to ensure that TESTKING-WS290 can start properly.

What should you do?

- A. In the system BIOS, disable UDMA for the primary hard disk.
- B. Use the Recovery Console and run the Fixboot and Fixmbr commands.
- C. In the system BIOS, disable all PIO modes for the primary hard disk.
- D. In the system BIOS, disable the virus scanning software.

Answer: B Explanation: FIXBOOT is used to write a new boot sector onto the computer's system partition and FIXMBR is used to repair the MBR of the computer's boot partition.

Incorrect answer: A, C: UDMA and PIO are automatically set at boot time. This will have no effect on the booting of the system.

D: To disable the virus scanning option will not interfere during the installation. It will have no effect on the booting of the system.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 657

Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 9

QUESTION NO: 2

You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server computers and all client computers run Windows 2000 Professional.

Due to company growth, TestKing.com has decided to purchase 10 new client computers. The new computers are in the TestKing.com lab. You have received instruction to perform a clean installation of Windows XP Professional on the new client computers. You need to download the most current drivers for the computers with the least amount of administrative effort.

What should you do?

- A. Connect the computers to the Internet and run the Windows Catalog.
- B. Connect the computers to the Internet and run the Automatic Updates Setup Wizard.
- C. Connect the computers to the Internet and run Dynamic Update.
- D. Connect the computers to the Internet and run Windows Update.

Answer: D
Explanation: Windows Update is a utility that connects the computer to Microsoft's website and checks the files to make sure that they are the most up-to-date versions.

Incorrect answer:A: The Windows Catalog is a place to shop for Windows compliant hardware.

B: The Automatic Updates Setup Wizard is used to configure Windows Update. It doesn't actually run Windows Update.

C: Dynamic Update must be set to get the current drivers before the installation.

Reference:Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 3

Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 23

QUESTION NO: 3
You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows 2000 Professional.

TestKing.com contains a domain controller named TESTKING-DC01 and a DNS server named TESTKING-SR10 which are both online. You successfully install Windows XP Professional on a client computer named TESTKING-WS190 at the second attempt. However, you are unable to join TESTKING-WS190 to the domain.

You verify that the TCP/IP configuration on TESTKING-WS190 is correct.

What should you do next?

- A. Ensure that the NetBIOS name for TESTKING-WS190 is unique on the network.
- B. Ensure that the network adapter on TESTKING-WS190 has the correct transceiver type.
- C. Verify that all hardware on TESTKING-WS190 is on the Hardware Compatible List (HCL).
- D. On TESTKING-DC01, delete the client computer account for TESTKING-WS190.

Answer: D
Explanation: To clear the unique identifier of TESTKING-WS190, you must delete its account on TESTKING-DC01.

Incorrect answer:**A:** If you had an error, the NetBIOS could have been used. This is a failure of a service to start.

B: If the transceiver was the problem you would not have been able to connect to the network.

C: If TESTKING-WS190 cannot boot, then you should check the Hardware Compatible List (HCL).

Reference:Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 4

QUESTION NO: 4You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. The client computers in the Finance department operate in a Workgroup named TKFinance. All servers on the TestKing.com network run Windows 2000 Server computers and all client computers run Windows 2000 Professional.

You have been instructed to deploy Windows XP Professional on 15 new client computers for the Finance department and to join the new client computers to the

TKFinance workgroup. You use the RIS to perform an automated installation on the new client computers. Once the installation is complete you discover that the new client computers were joined to the TestKing.com domain and not the TKFinance workgroup.

You must connect the new client computers to the TKFinance workgroup with as little interruption to the users as possible, and with the least amount of administrative effort.

What should you do?

- A. Edit the answer file to connect the client computers to the workgroup and reinstall Window XP Professional.
- B. Manually remove the new client computers from the domain and connect them to the workgroup.
- C. Create an .msi file that specifies the name of the workgroup and apply it to the new client computers by using Group Policy.
- D. Add a [Data] section to the existing answer file and specify the name of the workgroup. Run the answer file on each of the new client computers.

Answer: B
Explanation: To remove the new client computers from the TestKing.com domain; you should logon to each of them and open the System program in Control Panel. You then must select the Computer Name tab and click Change.

Incorrect answer: A: You can do this, but this will take time.

C: The .msi file contains installation instructions for software applications, not the workgroup name.

D: The name of a workgroup is not specified in the [Data] section.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, pP. 106-108
Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 4

QUESTION NO: 5
You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows 2000 Professional.

Mia Hamm is the manager of the Sales department. She currently uses a client computer named TESTKING-WS129. TestKing.com purchases a new computer named TESTKING-WS222 for Mia Hamm. TESTKING-WS222 has two hard drives that are connected to an ISA SCSI adapter and an IDE CD-ROM drive. You have been instructed to install Windows XP Professional on TESTKING-WS222. You decide to install Windows XP Professional from the Windows XP Professional installation CD. You configure TESTKING-WS222 to boot from the CD-ROM and attempt to install Windows XP Professional. However, the installation fails and you receive an error message stating that Setup cannot locate any hard disks on TESTKING-WS222. You need to ensure that you can install Windows XP Professional successfully on TESTKING-WS222.

What should you do?

- A. During the installation, provide the SCSI adapter driver when prompted.
- B. In the system BIOS, assign an IRQ for a PCI video adapter.
- C. Replace the multi syntax with scsi syntax in the Boot.ini file.
- D. Ensure that the SCSI bus is properly terminated.

Answer: A
Explanation: The Windows XP Professional does not support the SCSI adapter. You should restart Setup and press F6 when prompted. You then should press S and provide the SCSI adapter driver on a floppy disk.

Incorrect answer:**B:** Windows Plug and Play would assign the video card an available IRQ.

C: According to the scenario the set up has failed immediately. The Boot.ini is created when it is close to the first reboot.

D: The boot process does not require a SCSI adapter drive because it relies on the SCSI adapter BIOS.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 106

Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 4

Topic 2, Implementing and Conducting Administration of Resources (45 Questions)

Part 1: Monitor, manage, and troubleshoot access to files and folders.

A: Configure, manage, and troubleshoot file compression(2 Questions)

QUESTION NO: 1You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com has four departments named Marketing, Sales, Research and Development, and Manufacturing. The Manufacturing department contains 17 employees but has only a single client computer named TESTKING-WS269 that is used by the manager of the Manufacturing department. You install a new client computer named TESTKING-WS270 in the Marketing department.

TESTKING-WS270 has a 10 GB basic disk. The hard disk has a single 8 GB partition that is formatted with NTFS and 2 GB of unallocated disk space.

TESTKING-WS270 will be used by five senior employees in the Marketing department. You create a shared folder named SrDocs. You configure share permissions and NTFS permissions for the SrDocs folder to allow the senior employees in the Marketing department to create folders and files in the SrDocs folder. You then configure disk quotas for the volume on TESTKING-SR270.

Clive Wilson is a senior employee in the Manufacturing department. Clive Wilson creates two folders named DBFiles and Pending in the SrDocs shared folder. He enables compression on the DBFiles folder and copies 10 database files to the DBFiles folder. A few days later, Clive Wilson needs to copy a 125 MB database file from the DBFiles folder to the Pending folder. However, when he tries to copy the file to the Pending folder, Clive Wilson receives an error message stating that there is not enough free disk space on the hard disk.

You need to ensure that Clive Wilson is able to copy the database file to the Pending folder.

What should you do?

A. Instruct Clive Wilson to enable file compression on the Pending folder.

- B. Install a second hard disk on TESTKING-WS270 and mount the disk in an empty folder in the SrDocs folder.
- C. Instruct Clive Wilson to delete some of his existing files.
- D. Extend the partition on TESTKING-WS270 to include the 2 GB unallocated disk space.

Answer: C
Explanation: When a user's disk quota is full, the disk quota needs to be increased by the administrator, or the user needs to delete some of the files that he owns.

Incorrect Answers:
A: When determining the file size of compressed files and folders, Windows XP Professional uses the uncompressed file size. Thus enabling file compression on the Pending folder will not solve the problem.

B: You cannot mount a volume on a basic disk. You need to convert the hard disk to a dynamic disk first. Furthermore, disk quotas are enabled on the disk; therefore you would need to increase the quota as well.

D: Disk partitions have a fixed size and cannot be extended.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, pp. 308-309.

QUESTION NO: 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com has four departments named Marketing, Sales, Research and Development, and Manufacturing. Mia Hamm is the manager of the Research and Development department. Mia Hamm uses a client computer named TESTKING-SR237 on which she recently created a folder named ManDocs. The ManDocs folder contains several files and folders. The Research and Development department is in the process of developing a revolutionary new multimedia device in which TestKing.com has invested considerable resources. TestKing.com management is concerned about possible industrial espionage from TestKing.com's competitors. Later that evening you enable file encryption on all user documents and folders in the Research and Development department.

Mia Hamm complains that she cannot compress the files and folders in the ManDocs folder.

What should you do?

- A. Make Mia Hamm a member of the Power Users group.
- B. Make Mia Hamm a member of the local Administrators group on TESTKING-WS237.
- C. Format the hard disk on TESTKING-WS237 with the FAT32 files system.
- D. Inform Mia Hamm that she cannot compress encrypted files and folders.

Answer: D
Explanation: Windows XP Profession does not allow the compression of encrypted files. Whenever a compressed file is encrypted it loses its compressed state and whenever an encrypted file is compressed, it loses its encrypted state.

Incorrect Answers:**A, B:** The owner of a file or folder is able to enable compression of that file or folder. Mia Hamm created the ManDocs folder and is thus the owner of that folder. She does not need to be a member of the local Administrators group or a member of the Power Users group. The problem is that Windows XP Profession does not allow the compression of encrypted files.

C: The FAT32 file system does not support file compression or encryption.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, pp. 8, 314-315.

B: Control access to files and folders by using permissions(6 Questions)

QUESTION NO: 1You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. TestKing.com has its headquarters in Chicago and a branch office in Dallas. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Recently several of the network client computers crashed and testking.com lost loads of critical data. This brought about change and a new written security policy that requires all of the client computers to back up their data to a removable disk. You issue all users with removable disks which they will use to backup their data. The removable disks are formatted with NTFS. However, network users soon discover they are unable to eject the removable disks unless they shutdown their client computers. You need to ensure that network users are able to eject the removable disks without having to shut down their client computers. Your solution must not grant users more privileges than they require to eject the removable disks.

What should you do?

- A. Instruct all users to turn off and then restart the removable disks.
- B. Configure a Group Policy object (GPO) to allow interactive users to remove or eject removable NTFS media and link the GPO to the testking.com domain.
- C. Add each user to the local administrators group on his or her client computer.
- D. Add all network users to the Power Users group.

Answer: B
Explanation: By default, only Administrators are able to eject removable NTFS disks. To allow users to manage their own removable disks, you must assign them the Allow to eject NTFS media permission. This can be assigned via a GPO that is linked to the domain

Incorrect Answers:A: This is not a very good choice, simply by turning the devices power off and back on will not give you the required privileges to eject the removable media.

C: You could make each user the local Administrator on his or her client computer. This however will grant the users too much privileges.

D: Making the users members of the Power Users group will not enable them to eject the removable disks.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 354.

QUESTION NO: 2

You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. The TestKing.com network contains a client computer named TESTKING-WS290 that has an internal fax modem. The TestKing.com users frequently make use of the fax modem to send and receive faxes.

You install an additional NIC on TESTKING-WS290 which requires you to reboot the computer. Later that day several TestKing.com users complain that they are unable to send faxes via TESTKING-WS290. You attempt to send a fax via TESTKING-WS290 and receive an error message stating that no communication with the fax device can be established.

What is the most likely cause of this problem?

- A. The Fax service on TESTKING-WS290 is configured to start manually.
- B. The telephone line attached to the fax modem is faulty.
- C. When you installed the additional NIC on TESTKING-WS290, the Fax service became disabled.
- D. You need to reset the fax modem on TESTKING-WS290.

Answer: C
Explanation: The installation of the new NIC could have caused the fax service to become disabled, that is why you receive an error message when attempting to send faxes as there is no communication with the fax server.

Incorrect Answers:A: This cannot be the problem because if you configured the service to start manually and attempted to send a fax the service would start automatically.

B: A problem with the telephone line would not manifest itself as an error in communicating with the fax device, instead an error indicating that there is no dial tone.

D: The fax modems are reset when a computer is rebooted. You can reset an external fax modem by turning it off and back on again but an internal fax modem can only be reset by rebooting the computer.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 491.

QUESTION NO: 3

You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

The TestKing.com network has three department named Sales, Finance, and Marketing. The user accounts in each department are contained in groups named by department. The user accounts for all TestKing.com managers are contained in a group named Managers. A TestKing.com user named Clive Wilson is a member of the Finance group. Clive Wilson shares a folder named FinDocs on his client computer. Other members of the Finance group require read and write access to the files in the FinDocs folder. The Managers group requires the ability to view the files. Clive Allen asks you to assign each group the appropriate permissions. You do not want to provide any user with more permissions than are required and only you should have the ability to assign NTFS permissions and share permissions.

What should you do? (Choose all that apply.)

- A. Assign the Finance group the Allow - Full Control permission to the FinDocs folder.
- B. Assign the Finance group the Allow - Modify permission to the FinDocs folder.
- C. Assign the Managers group the Allow - Read & Execute permissions to the FinDocs folder.
- D. Assign the Managers group the Allow - Read permission to the FinDocs folder.
- E. Assign the Domain Users group the Allow - Change permission to the FinDocs folder.
- F. Assign the Domain users group the Allow - Read permission to the FinDocs folder.

Answer: B, D, E
Explanation: The scenario you need to allow Finance members to modify files in the FinDocs folder and you need to allow members of the Managers group to read files in the FinDocs folder. Thus, you must assign the Finance group the Allow - Modify permission and the Managers group the Allow - Read permission to the FinDocs folder. You also need to grant the Allow - Change share permission as the effective permissions is the most restrictive NTFS and share permissions.

Incorrect Answers:
A: You alone should have that capability of assigning the required permissions which means you should not assign the Allow -Full Control permission to any other group.

C: Managers must be able to view the files in the FinDocs folder. Thus they only require the Allow - Read permission and not the Allow - Read & Execute permission.

F: The Domain Users group does not require access to the FinDocs folder.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 355.

QUESTION NO: 4 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A network user named Amy Wilson stores several critical files in her My Documents folder on a client computer named TESTKING-WS270. TESTKING-WS270 suffers a hard disk failure and Amy Wilson's critical data is lost. You want to ensure that similar incidents do not lead to data loss and decide to backup the user data for all TestKing.com users. To facilitate your backup strategy, you decide that all network users will store their data in home directories on a member server named TESTKING-SR10. You create the home directories for the TestKing.com users in a shared folder named UserData and move their documents to the UserData folder. You need to ensure that all users can update the files in their home directory and that no user has access to any other user's home directory.

What should you do? (Choose all that apply.)

- A. Implement roaming user profiles for the TestKing.com users.
- B. Assign each user the Allow - Full Control permission to their respective home directories.
- C. Assign the Domain Users group Allow - Full Control share permission to the UserData folder.
- D. Assign the Domain Users group Allow - Read share permission to their respective home directories.
- E. Assign each Creator/Owner the Allow - Full Control permission to his or her home directory.

Answer: B, C **Explanation:** You need to assign the Domain users full control share permissions to the UserData folder and then assign each user full control NTFS permission to only their home directory.

Incorrect Answers: A: You do not need to implement roaming user profiles.

D:

The effective permissions is the most restrictive of the NTFS and share permissions. If you assign only read share permissions, users will not be able to create new files and folders, and won't be able to modify existing files.

E: You created the home directories. Therefore you are the Creator/Owner of the home directories.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, pp. 355-357.

QUESTION NO: 5 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Advanced Server and all client computers run Windows XP Professional. TestKing.com has its headquarters in Chicago and a branch office in Miami.

A network user named Mia Hamm stores several critical files in her My Documents folder on a client computer named TESTKING-WS272. TESTKING-WS272 suffers a hard disk failure and Mia Hamm's critical data is lost. Testking.com wants to ensure that similar incidents do not lead to data loss and instructs you to backup the user data for all TestKing.com users. To facilitate your backup strategy, you decide that all network users will store their data in home directories on a file server named TESTKING-SR23. You create separate home directories for each TestKing.com user in a shared folder named HomeDirectories and move the users' documents to their respective home directories. You grant each user the Allow - Read permission to HomeDirectories share and the Allow - Full Control permission to their respective home directories. Later during the day Mia Hamm complains that she is unable to update the files in her home directory. You need to ensure that Mia Hamm can update the files in her home directory as quickly as possible. You also need to ensure that no user has access to any other user's home directory.

What should you do? (Choose all that apply.)

- A. Assign the Creator/Owner the Allow - Full Control permission to his or her home directory.
- B. Assign the Domain Users group the Allow - Modify permission for the HomeDirectories share.
- C. Assign each user the Allow - Change permission to their respective home directories.
- D. Assign the Domain Users group the Allow - Full Control permission for the HomeDirectories share.

Answer: D
Explanation: The scenario requires each user to be able to manipulate the contents of their respective home directories. However, you granted the Read share permission to the domain users. This means that the domain users are only able to read the files in their folders. You should modify must be done for the users to be in complete control of their respective home folders they have to be granted **Allow - Full Control** permission to **HomeDirectories** shared folder.

Incorrect Answers:A: You created the home directories. Therefore you are the Creator/Owner of the home directories.

B: Assigning the Domain Users group the Allow - Modify permission for the HomeDirectories share will allow users access to other users home directories.

C: The Allow-Change share permission only allows read and write access. This may be insufficient.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 356.

QUESTION NO: 6
You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. The testking.com network contains a single domain controller named TESTKING-DC01.

A TestKing.com user named Dean Austin has been assigned a client computer named TESTKING-WS274. TESTKING-WS274 contains a removable disk drive on which Dean Austin stores protected user files. Dean Austin resigns from the company and is replaced by Amy Walsh. You assign TESTKING-WS274 to Amy Walsh. When Amy Walsh attempts to access the files on the removable disk drive she receives an error message stating that access is denied. You log on to TESTKING-WS274 and notice that the files are encrypted. You need to ensure that Amy Walsh can access the protected files.

What should you do? (Choose all that apply)

- A. Take ownership of the files.
- B. Decrypt the files.
- C. Attach the removable disk drive to TESTKING-DC01.
- D. Assign your user account the Allow - Full Control permissions to the files.

E. Assign Amy Walsh the Allow - Take Ownership permissions to the files.

Answer: A, B, C, E
Explanation: You need to decrypt the files before Amy Walsh or any one else can access them. Therefore you need to attach the removable disk drive to a computer that has the private key associated with your recovery certificate. This would be the first domain controller in a domain. You must then take ownership of the files so that you can assign the appropriate access permissions to Amy Walsh.

Incorrect Answers:
D: You do not need Allow - Full Control permissions to the files. Once you take ownership of the files you do not need any other permissions to the files. You must take ownership of the files so that you can assign the appropriate access permissions to Amy Walsh.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 552.

Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 361.

C: Optimize access to files and folders(2 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. The TestKing.com network contains three domain controllers named TESTKING-DC01, TESTKING-DC02 and TESTKING-DC03, a SQL 2000 Server computer named TESTKING-DB01, a Terminal Server computer named TESTKING-TS01 and a Routing and Remote Access Services (RRAS) server named TESTKING-SR01.

Several TestKing.com users work from remote locations throughout the region. All remote users are members of a group named RemUsers. Members of the RemUsers group connect to the TestKing.com network from their portable computers via the Internet. Several remote users need access to files on a client computer named TESTKING-WS299. You need to ensure that the remote users can access the files on TESTKING-WS299 securely and that they can modify the files on TESTKING-WS299. You want to accomplish this goal using the least amount of administrative effort.

What should you do?

- A. Create an FTP site on TESTKING-WS299 and allow remote users to access the required files on the FTP site. Grant the member of the RemUsers group Modify permissions to the files.
- B. Create permissions for shared access for any users coming in on TESTKING-TS01 and initiate Change permissions.
- C. Grant all domain users Full Control over shares and grant the RemUsers group Full Control over permissions for files and folders.
- D. Publish the required files on a Web server and allow Web access to use only HTTPS.

Answer: B
Explanation: Creating permissions for shared access for any users connecting via the Terminal Server (TESTKING-TS01) will ensure communication between the portable computers and the Terminal Server are encrypted. Any user authenticated via Terminal Server will be able to modify files.

Incorrect answers:**A, D:** Files on an FTP or a Web site cannot be modified.

C: Granting the RemUsers group Full Control over permissions for files and folders will allow members of the RemUsers group to modify permissions. This is not what is required.

QUESTION NO: 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. All computers on the TestKing.com network use NTFS volumes.

Shared folders are located on several file servers, as well as two Windows XP Professional client computers named TESTKING-WS290 and TESTKING-WS291. You create a domain-based Distributed file system (Dfs) on a domain controller named TESTKING-DC01 to centralize access to the shared folders. The Dfs hierarchy has two Dfs links that point to shared folders on TESTKING-WS290 and TESTKING-WS291. You need to configure permissions to the folders in the Dfs hierarchy that are located on TESTKING-WS290 and TESTKING-WS291.

What should you do? (Each correct answer provides a complete solution. Select all that apply.)

- A. Configure NTFS permissions for the folders in Computer Management on TESTKING-WS290 and TESTKING-WS291.
- B. Configure NTFS permissions for the folders in Dfs Manager on TESTKING-DC01.
- C. Configure NTFS permissions for the folders in Windows Explorer on TESTKING-WS290 and TESTKING-WS291.
- D. Grant users permissions to Dfs in Active Directory Users and Computers on TESTKING-DC01.

Answer: A, C
Explanation: You can configure permission to shared folders that are incorporated in a Dfs hierarchy in Windows Explorer or the Shared Folders node in Computer Management on the computer where the folders are physically located.

Incorrect answers:
B: You cannot use Dfs Manager to assign folder permissions. Instead, Dfs uses the folder permissions assigned to the physical folder through Windows Explorer or the Shared Folders node in Computer Management on the computer where the folders are physically located.

D: You cannot use grant users permissions to Dfs in Active Directory Users and Computers. Permissions are granted through Windows Explorer or the Shared Folders node in Computer Management on the computer where the folders are physically located.

Part 2: Manage and troubleshoot access to shared folders

A: Create and remove shared folders. (2 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. TestKing.com has its headquarters in Chicago and a branch office in Dallas.

Dean Austin is the manager of the Human Resources department. Dean Austin wants to share a file named Report.doc with other members of the Human Resources department. The Report.doc file is located in the My Documents folder on Dean Austin's client computer named TESTKING-WS272. Dean Austin is the owner of the Report.doc file. However, when Dean Austin attempts to share the files by right clicking the files he discovers that the sharing option is grayed out. Dean Austin later asks you to share the files for him. You need to accomplish this task as quickly as possible.

What should you do?

- A. Assign Dean Austin the Allow - Change permission to the Report.doc file.
- B. Assign Dean Austin the Allow - Modify permission to the Report.doc file.
- C. Make Dean Austin a member of the Power Users group.
- D. Instruct Dean Austin to share the folder that contains the Report.doc file.
- E. Make Dean Austin a member of the local Administrators group.

Answer: D
Explanation: Dean Austin wants to share the Report.doc file; only folders can be shared.

Incorrect Answers:A, B: The Allow - Change and Allow - Modify permissions can only be assigned to folders, not files.

C, E: Dean Austin is the owner of the file and the file is located in his My Documents folder. Thus Dean Austin has sufficient permissions to share files in the My Documents folder. However, he is attempting to share a file directly rather than the folder that contains the file. Only folders can be shared directly, not files.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 367.

QUESTION NO: 2
You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. TestKing.com has its headquarters in Chicago and a branch office in Dallas. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Amy Walsh is the manager of the Sales department. Amy Walsh maintains various Microsoft Access database files in a folder named SalesRecords that is located on a client computer named TESTKING-WS271. Amy Walsh has to share the Microsoft Access database files with different TestKing.com users who all require different levels of access to the files. You need to ensure that Amy Wilson is able to share the Microsoft Access database files. You do not want grant Amy Wilson more permissions than she requires.

What should you do? (Choose all that apply.)

- A. Assign the Domain Users group the Allow - Full Control share permission to the SalesRecords folder.
- B. Assign Amy Walsh the Allow - Full Control NTFS permission to the SalesRecords folder.
- C. Add Amy Walsh's user account to the Administrators group.
- D. Add Amy Walsh's user account to the Power Users group.

Answer: A, B
Explanation: To avoid having Amy Walsh's having too much authority, you should share SalesRecords folder yourself by assigning the Domain Users group the Allow - Full Control share permission to the folder and the grant Amy Walsh the Allow - Full Control NTFS permission to the folder. This will allow Amy Walsh to control NTFS permissions to the SalesRecords folder.

Incorrect Answers: C, D: making Amy Walsh a member of the Power Users or Administrators group will grant Amy Walsh too much authority.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 368.

B: Control access to shared folders by using permissions(6 Questions)

QUESTION NO: 1
You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. TestKing.com has its headquarters in Chicago and a branch office in Dallas. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A network user named Rory Allen working in the Marketing department needs to save his files to a member server named TESTKING-SR24. You have received instruction from the manager of the Marketing department to create a shared folder on TESTKING-SR24 for Rory Allen's use. You create a folder named RAllen in a network share named UserDocs. UserDocs is located on drive C of TESTKING-SR24. You then ensure that Rory Allen is able to access the RAllen folder and that he is able to save documents to it.

A few months later Rory Allen opens a file in the RAllen folder and makes changes to the files. However, when Rory Allen attempts to save the file, he discovers that he is unable to. You need to ensure that Rory Allen can save the file to the RAllen folder on TESTKING-SR24 without affecting other Testking.com users.

What should you do?

- A. Instruct Rory Allen to enable compression on the RAllen folder.
- B. On TESTKING-SR24, disable the disk quota that is configured on the RAllen folder.
- C. On TESTKING-SR24, increase the disk quota for Rory Allen.
- D. Assign Rory Allen the Allow-Full Control permission to the UserDocs share.

Answer: C
Explanation: The scenario requires Rory Allen to be able to save he's file and in the scenario it seems Rory Allen has exceeded the amount of disk space which he is allowed to use. Increasing his disk quota will allow him to save the file.

Incorrect Answers:A: Compression would definitely increase the storage capacity but would not enable Rory Allen to save the file as the disk space used in a quota is calculated using the uncompressed size of the files.

B: Disk quotas are defined for user accounts and not for folders.

D: Rory Allen was able to access and save files to the RAllen folder. Therefore there can be no problem with his permissions to the RAllen folder.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 309-311.

QUESTION NO: 2You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A network user named Clive Wilson recently left the company and has been replaced by a newly hired trainee named Amy Wilson. Amy Wilson needs access to Clive Wilson's files to fulfill her work duties. Clive Wilson's files are stored in a folder named CWilson that is located on a file server named TESTKING-SR10. You receive instruction to grant Amy Wilson the appropriate permissions to access to Clive Wilson's files.

What should you do?

- A. Assign your user account the Allow - Full Control permission to the CWilson folder.
- B. Delete the CWilson folder and then restore the folder to a new share and grant Amy Wilson permission to the new share.
- C. Rename Clive Wilson user account to match Amy Wilson's user account.
- D. Take ownership of the CWilson folder and assign Amy Wilson the Allow - Modify permissions to the folder.

Answer: D
Explanation: Only the owner of files and folders can assign permissions to them. You should take ownership of the files and folder and then assign permissions to it for the Amy Wilson user account.

Incorrect Answers:A: You do not need to assign yourself the Full Control permission as you are capable of taking ownership of the files.

B: This option will not give Amy Wilson the ability to access Clive Wilson's files as the restored files should still have Clive Wilson's permissions assigned to them.

C: Renaming Clive Wilson's user account will not allow Amy Wilson the ability to access Clive Wilson's files as Clive Wilson will still be the owner of the files.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 355

QUESTION NO: 3You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com consists of four departments named Sales, Marketing, Accounting, and Legal. The users in each department are organized into groups based on the department name.

The TestKing.com network contains a file server named TESTKING-SR22. TESTKING-SR22 hosts a folder named TKDocs that contains a folder named PendingDocs. Permissions on TESTKING_SR22 are as follows:

1. The Everyone group has Allow - Change permissions assigned to the TKDocs share folder.
2. The Sales group has Allow - Full Control permission to the PendingDocs folder.
3. The Accounting group has Allow - Read & Execute permission to the PendingDocs folder.
4. The Users group has Allow - List folder contents permission to the PendingDocs folder.

Dean Austin is the manager of the Accounting department. Dean Austin needs to save a file to the PendingDocs shared folder but complains that he is unable to do so. You need to ensure that Dean Austin can save files to the PendingDocs folder.

What should you do?

- A. Assign the Everyone group the Allow - List folder contents permissions to the TKDocs share.
- B. Assign the Finance group the Allow - Modify permissions to the PendingDocs share.
- C. Assign the Dean Austin the Allow - Change permissions for the TKDocs share.
- D. Assign the Users group the Allow - Read & Execute permission for the PendingDocs share.

Answer: B Explanation: Dean Austin's effective permissions are Allow - Read & Execute which he is assigned as a member of the Accounting department. The Allow - Read & Execute permission does not allow Dean Austin to write to the PendingDocs Folder. Assigning Dean Austin the Allow - Modify NTFS permissions will enable him to write to the PendingDocs folder and allow him to save the file.

Incorrect Answers:A: The Allow - List folder contents permission does not allow Dean Austin to write to the PendingDocs Folder.

C: As a member of the Everyone group, Dean Austin already has the Allow - Change permissions for the TKDocs share.

D: The Allow - Read & Execute permission does not allow Dean Austin to write to the PendingDocs Folder.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 368.

QUESTION NO: 4 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A network user named Amy Wilson recently suffered critical data loss when the hard disk of her client computer crashed. As a result, a new TestKing.com policy requires that all network users store their data in home directories on a member server named TESTKING-SR25. The users' home directories will be stored in a shared folder named UserDocs.

You are in the process of creating the directories and first create the home directory for a user named Amy Wilson. You grant Amy Wilson the Allow - Read share permission to the UserDocs share and the Allow - Full control permission to her home directory folder and place several documents in Amy Grant's home directory folder. Amy Wilson later complains that she is unable to update the files in her home directory. You need to correct this problem as quickly as possible.

What should you do?

- A. Create a roaming profile for Amy Wilson.
- B. Disable the disk quota TESTKING-SR25.
- C. Assign Amy Wilson the Allow - Full Control share permission to the UserDocs share.
- D. Add Amy Wilson's user account to the Authenticated Users group.

Answer: C **Explanation:** Amy Wilson's effective permissions is the most restrictive of the share and NTFS permissions that have been assigned to her. Amy Wilson is assigned the Allow - Read share permission the UserDocs folder which is the more restrictive. This prevents her from writing any data to the share and the home directory. Assigning Amy Wilson the Allow - Full Control share permission to the UserDocs share will allow her to write files to her home directory.

Incorrect Answers:
A: Roaming profiles will not affect the permissions assigned to a user.
B: A disk quota limitation would have indicated that the disk is full or write protected.
D: Any user that logs on successfully automatically becomes a member of the Authenticated Users group.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 361.

QUESTION NO: 5 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Andy Booth is the manager of the Human Resources department. Andy Booth is responsible for maintaining TestKing.com employee files that are stored in a folder named TKUsers. The TKUsers folder is located on a removable hard disk that is formatted as NTFS. Andy Booth goes on vacation and instructs his assistant named Amy Walsh to update the TestKing.com employee files that are stored on the removable hard disk.

Amy Walsh attaches the removable disk to her client computer named TESTKING-WS270. However, when she tries to open files on the removable disk she receives an error message stating that access is denied. You need to ensure that Amy Walsh can update the files on the removable disk but Amy Wilson should not be allowed to change other users permissions on the disk.

What should you do?

- A. Take ownership of the files on the removable disk and assign Amy Walsh the Allow - Modify permissions to the TKUsers folder.
- B. Take ownership of the files on the removable disk and assign Amy Walsh the Allow - Take Ownership permissions to the TKUsers folder.
- C. Add Amy Walsh to the local Administrators group on TESTKING-WS270.
- D. Assign Amy Walsh the Allow - Change permission for the TKUsers folder.

Answer: A **Explanation:** Amy Walsh must be assigned permissions to be able to access the files on the removable disk. However, only the owner of the files can assign permission to the files but she was not assigned any permission to the files. You need to assign Amy Walsh appropriate permissions, therefore you must take ownership of the files and assign Amy Walsh Allow - Modify for the files on the removable disk.

Incorrect Answers: B: Amy Walsh must not be able to change other user's permissions to the files on the removable disk. If she has

Allow - Take Ownership permissions, then she will be able to change other users permissions.

C: Simply making Amy Walsh a member of the local Administrators group on TESTKING-WS270 will not allow her to access the files on the removable disk.

D: Only the owner of the files is able to assign permissions to the files. Therefore, you must take ownership of the files first.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 360.

QUESTION NO: 6 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server. Some client computers on the TestKing.com network run Windows XP Professional while the rest run Windows NT Workstation 4.0.

TestKing.com has a Development department that develops in-house applications for Windows XP Professional and Windows NT Workstation 4.0. Development department users who develop applications for Windows XP Professional are members of the XPDev group and Development department users who develop applications for Windows NT Workstation 4.0 are members of the NTDev group. The Development department has a client computer named TESTKING-WS276 which is used to test their applications before they are deployed to the production computers. TESTKING-WS276 is configured to dual boot between Windows XP Professional and Windows NT Workstation 4.0. Each operating system resides on a separate partition.

You configure disk quotas on both of the partitions on TESTKING-WS276. A few weeks later you discover that members of the NTDev group use more disk space on the Windows XP Professional partition than they are allocated. You want to prevent members of the NTDev group from using more disk space than they are allocated.

What should you do?

- A. Assign the NTDev group the Deny - Write permissions on the Windows XP Professional partition.
- B. Compress the Windows XP Professional partition.
- C. Add the NTDev group to the XPDev group.
- D. Increase the disk quota on the Windows NT 4.0 workstation partition.

Answer: A**Explanation:** Windows NT 4.0 does not support disk quotas so the NTDev group is not restricted what so ever. The best solution for this scenario is to prevent the NTDev group from writing to the Windows XP Professional partition.

Incorrect Answers:**B:** Compressing the Windows XP Professional partition will not ensure that the members of the NTDev group do not exceed their disk quota.

C: Making the NTDev group a member of the XPDev group will not ensure that the members of the NTDev group do not exceed their disk quota.

D: Windows NT 4.0 does not support disk quotas.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 363.

C: Manage and troubleshoot Web server resources. (3 Questions)

QUESTION NO: 1**You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.**

TestKing.com consists of four departments named Sales, Marketing, Accounting, and Legal. The users in each department are organized into groups based on the department name. The TestKing.com network contains an Internet Information Services (IIS) server named TESTKING-SR24. TESTKING-SR24 hosts an intranet Web site. The Marketing department is responsible for maintaining the Web site. Members of the Finance and Accounting groups need to be able to view Web content and members of the Legal group need to be able to view and add content to the web-site. The network users will make use of Web browsers and Web authoring tools over HTTP too perform their duties.

You need to ensure that the users have the appropriate access to be able to complete their tasks.

What should you do?

- A. Added the Marketing and Legal groups to the local Power Users group on TESTKING-SR24.
- B. Use the Internet Services Manager to grant the

Read permission to the Finance and Accounting groups, and the Read and Write permission to the Marketing and Legal groups.

- C. Assign the Allow - Change permission to the Marketing and Legal groups and the Allow - Read NTFS permissions to Finance and Accounting groups.
- D. Assign the Allow - Modify NTFS permission to the Marketing and Legal groups and the Allow - Read NTFS permissions to Finance and Accounting groups.

Answer: D
Explanation: The scenario requires the Finance and Accounting groups to be able to read web content and the Marketing and Legal groups group should be able to add content. This means that the Marketing and Legal groups require Allow - Modify NTFS permission and the Finance and Accounting groups require Allow - Read NTFS permissions.

Incorrect Answers:A: The Power users group is not configured with the required permissions to add web content.

B: The Internet Service Manager is used to manage Web servers. It is not used to assign or control access level permissions.

C: Share level permissions such as All - Change cannot be used to control access as TestKing.com users will use HTTP to access the Web site.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 358

QUESTION NO: 2
You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

You create an intranet Web site on a client computer named TESTKING-WS271 for the Finance department. The content for the Web site resides in the C:\Inetpub\wwwroot folder. You configure the Web site to use Anonymous and Integrated Windows authentication methods by default. Your configuration is successful and the Finance department users report no trouble accessing the web site.

Amy Wilson, the manager of the Finance department, wants to add a confidential file named to the Web site. Only Amy Wilson's assistants named Rory Allen and Kara Lang must be able to view the file.

What should you do?

- A. Ensure that the anonymous account is assigned no permissions to the file.
- B. Assign Kara Lang and Rory Allen the Allow - Read NTFS permissions to the file and ensure that no other user is granted permission to the file.
- C. The file must be configured to require SSL.
- D. Anonymous access to the file must be disabled.

Answer: B
Explanation: You should assign permission to the file to control which users can access the file.

Incorrect Answers:A, D: On a Web site, the file inherits the security settings from its parent folder. Thus removing the permissions of the anonymous account, or disabling anonymous access to the file will accomplish nothing as the file will inherit the settings from its parent folder.

C: SSL (Secure Socket Layer) encrypts communication between a client and the server. It does not control access to the file.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 538

QUESTION NO: 3You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. TestKing.com has its headquarters in Boston and a branch office in Washington. Both offices are connected to the Internet but there is no WAN connection between the two offices.

The TestKing.com board of directors has just issued a new set of employment regulations for the company. You are required to distribute the documents regarding the new regulations. However, the TestKing.com CEO does not want the documents sent by mail. You cannot deliver the documents personally Washington office.

You decide to print the documents from a member server named TESTKING-SR12 to a printer named TESTKING-PR07 that is located at the Washington branch office. However, when you enter the <http://testking-pr07/printers> URL in Internet Explorer no printers are listed. You need to be able to print the documents to the printer in the Washington Branch office.

What should you do?

- A. Install IIS on TESTKING-SR12.
- B. Install the driver for TESTKING-PR07 on TESTKING-SR12.
- C. Instruct the administrator at the Washington branch office to install IIS on TESTKING-PR07.
- D. Use My Network Places to locate TESTKING-PR07.

Answer: C
Explanation: Internet printing requires that IIS be installed on the computer hosting the printer.

Incorrect Answers: A: IIS needs to be installed on the computer hosting the printer rather than the computer attempting to connect to the printer.

B: Once you are able to connect to the printer the drivers for the printer will be downloaded and installed automatically.

D: A web browser is used to connect to a printer for Internet printing, not My Network Places. You can only use Internet printing because no WAN connection exists between the two offices.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, *Configuring and Troubleshooting Windows XP Professional*, Syngress Publishing, Rockland MA, 2001, p. 664.

Part 3: Connect to local and network print devices.

A: Manage printers and print jobs. (3 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

The TestKing.com network contains a print server named TESTKING-PR02. TESTKING-PR02 has a single Laser Jet printer that is used exclusively by the Accounts department. At the end of every month, the manager of the Accounts department prints urgent reports that must be presented to the CEO. However, when other users in the Accounts department also use the printer, the manager's print jobs are queued and he has to wait before his print jobs are completed.

You need to ensure that the manager's print jobs are completed as soon as possible while allowing other members from the Accounts department to continue using TESTKING-PR02.

What should you do?

- A. Grant the Accounts department manager permissions to pause other users' print jobs on TESTKING-PR02.
- B. Install a second Laser Jet printer on TESTKING-PR02 and create a printer pool to share the work load.
- C. Create a printer with a priority of 2 for the manager of the Accounts department, and a printer with a priority of 1 for all other Accounts department users.
- D. Create a printer with a priority of 50 for the manager of the Accounts department, and a printer with a priority of 99 for all other Accounts department users.

Answer: C
Explanation: Print priorities can be used to ensure that the manager's print jobs are allowed to jump the queue and be completed first. The entity with the highest priority, not the lowest, will have their print jobs completed first. Thus, if we assign the manager a print priority of 2 and everyone else a print priority of 1, the manager's print jobs will be processed before everyone else's.

Incorrect Answers:
A: You could allow the manager to pause all other print jobs but it would be easier to use print priorities. This is thus not the best answer.

B: A print pool will ensure that all print jobs are completed quicker by sharing the work load. This however, will not ensure that the manager's print jobs are completed as soon as possible.

D: Print priorities can be used to ensure that the manager's print jobs are allowed to jump the queue and be completed first. The entity with the highest priority, not the lowest, will have their print jobs completed first.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 457-458.

QUESTION NO: 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com consists of four departments named Sales, Marketing, Finance, and Legal. The users in each department are organized into groups based on the department name. You use a client computer named TESTKING-WS278. An HP desk jet printer named hp_dj is attached to TESTKING-WS278. Several TestKing.com departments print to the HP desk jet printer attached to TESTKING-WS278. Most TestKing.com users print short documents while users in the Finance department often print large documents that require legal-size paper. When the tray for the legal-size paper is empty, all submitted print jobs are paused.

You want to ensure that all print jobs are not paused when the legal-size paper tray is empty. You create another printer named hp_dj2 for the same HP desk jet device.

What should you do next? (Each correct option presents part of the answer. Choose three.)

- A. Assign the Sales, Marketing, and Finance groups the Allow - Print permission for the hp_dj2 printer.
- B. Assign a print priority of 99 to the hp_dj printer.
- C. Assign a print priority of 50 for the hp_dj printer.
- D. Assign a print priority of 60 to the hp_dj2 printer.
- E. Assign a print priority of 40 for the hp_dj2 printer.
- F. Assign the Legal group the Allow - Print permission for the hp_dj2 printer.

Answer: A, C, D
Explanation: The problem in this scenario is that the Legal group's printing requirements interferes with the print jobs from the other groups. Whenever the legal-size paper tray is empty, the current print job stops until the paper tray is filled. When this happens, the other print jobs in the queue are paused while they wait for the current print job to complete. If we create a separate printer for the other groups and only allow members of those groups to print to the new printer, we can use print priorities to ensure that their print jobs take precedence over the print jobs from the Legal group and are not paused when the legal-size paper tray is empty.

Incorrect Answer:**B:** The existing printer to which the Legal group can print should have a lower priority than the new printer.

E: The new printer to which the Legal group cannot print should have a higher priority than the existing printer.

F: Assigning the Legal group the Allow - Print permission to the new printer will not resolve the problem as their print jobs are causing the problems.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, *Configuring and Troubleshooting Windows XP Professional*, Syngress Publishing, Rockland MA, 2001, p. 646.

QUESTION NO: 3 You work as the network administrator at a small online company named TestKing.com. The TestKing.com network contains 7 client computers that are members of a workgroup named TESTKING. There are three Windows XP Professional client computers, two Windows 2000 Professional client computers, and two Windows Millennium Edition (ME) client computers on the TestKing.com network.

You attach a printer device named HP_DeskJet to a Windows XP Professional client computer named TESTKING-WS003 and share the print device on the network. All network computers will print to the HP_DeskJet printer as no other printer is installed on any client computer on the network. You ensure that print drivers for all the operating systems used on the TestKing network are installed.

A few months later you discover that the partition on TESTKING-WS003 on which the printer spool resides is low on free disk space. You install a new hard disk drive on TESTKING-WS003. You want to move the printer spool file for HP_DeskJet to the new hard disk drive.

What should you do?

- A. On TESTKING-WS003, reconfigure the properties of the print server in Printer and Faxes.
- B. On TESTKING-WS003, reconfigure the settings for the Spooler service in Computer Management.
- C. On TESTKING-WS003, reconfigure the properties of the printer in Printer and Faxes.
- D. On TESTKING-WS003, use the Registry Editor to reconfigure the settings for the Spooler service.

Answer: A**Explanation:** To move the spooler file for a printer, you must specify the new location of the printer spool file on the Advance tab of the Server Properties in Printers and Faxes. The Server Properties can be accessed from the File menu.

Incorrect Answers:**B, C:** You cannot configure the printer spool file in Computer Management or on the Printer Properties page. You configure it on the Server Properties page.

D: You should avoid editing the Registry directly. You can reconfigure the printer spool on the Advance tab of the Server Properties in Printers and Faxes and should use that rather than the Registry Editor.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 458-459.

B: Control access to printers by using permissions. (1 Question)

QUESTION NO: 1You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

The TestKing.com network contains a print server named TESTKING-PR04. You attach a Lexmark Laser Jet printer to TESTKING-PR04. However, TestKing.com network users complain that the documents printed to TESTKING-PR04 come out garbled. You suspect a device driver problem and download the latest drivers for the printer from the Lexmark web site. You update the drivers for the Lexmark Laser Jet printer and print a test page. The printout appears correctly. However, printouts for other network users still come out garbled.

You need to ensure that all network users can print successfully to TESTKING-PR04.

What should you do?

- A. Instruct the network users to cancel their print jobs and resubmit them.
- B. Reboot TESTKING-PR04.
- C. Instruct the network users to delete the printer from their client computers and then reconnect to the printer.
- D. On TESTKING-PR04, delete the Lexmark Laser Jet then recreate and share the printer.

Answer: C
Explanation: When a Windows XP Professional client computer connects to a shared printer for the first time, it downloads and installs the drivers from the print server. However, these drivers were faulty and had been updated. To ensure that the updated drivers are installed on the client computers, the printer needs to be deleted from the client computers. Then when the user connects to the printer again, the updated drivers will be downloaded and installed.

Incorrect Answers:
A: Having users cancel and resubmit their print jobs will not solve the problem as the problematic drivers will still be installed on the client computers.

B: Rebooting the print server will not solve the problem as the problematic drivers will still be installed on the client computers.

D: Deleting the shared printer and then recreating and sharing the printer will not solve the problem as the problematic drivers will still be installed on the client computers.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, *Configuring and Troubleshooting Windows XP Professional*, Syngress Publishing, Rockland MA, 2001, p. 662.

Lisa Donald & James Chellis, *MCSA/MCSE: Windows XP Professional Study Guide*, Third Edition, Sybex, Alameda, 2005, p. 471.

C: Connect to an Internet printer(2 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A TestKing.com user named Kara Lang uses a portable computer named TESTKING-WS219 that she often uses when she works at remote locations. Kara Lang uses a docking station when she is at the office. You install a new print server named TESTKING-PR04 on the TestKing.com network. You attach a new Laser Jet printer to TESTKING-PR04. Kara Lang will print to the Laser Jet printer when working at remote locations. The uniform resource locator (URL) for the printer is "http://testking-pr04.testking.com/printers/laserjet". Kara Lang docks TESTKING-WS219. She wants to configure TESTKING-WS219 to be able to connect to the Laser Jet printer from remote locations.

What should Kara Lang do?

- A. Use the web browser on TESTKING-WS219 to connect to the virtual directory named Printers on TESTKING-PR04 and then connect to the Laser Jet printer.
- B. Create a new printer on TESTKING-WS219 using the Add Printer Wizard and specify "http://testking-pr04.testking.com/printers/laserjet" as the port for the printer.
- C. Create a new printer on TESTKING-WS219 using the Add Printer Wizard and specify "http://testking-pr04.testking.com:21/printers/laserjet/.printer" as the port for the printer.
- D. Create a new printer on TESTKING-WS219 using the Add Printer Wizard and specify "\\testking-pr04\laserjet" as the port for the printer.

Answer: A Explanation: Kara Lang can connect to the Laser Jet printer via her web browser by specifying the path to the virtual directory named Printers and then connect to the Laser Jet printer.

Incorrect Answer: **B:** The correct path to the printer that Kara Lang should specify is "http://testking-pr04.testking.com/printers/laserjet/.printer" and not just "http://testking-pr04.testking.com/printers/laserjet".

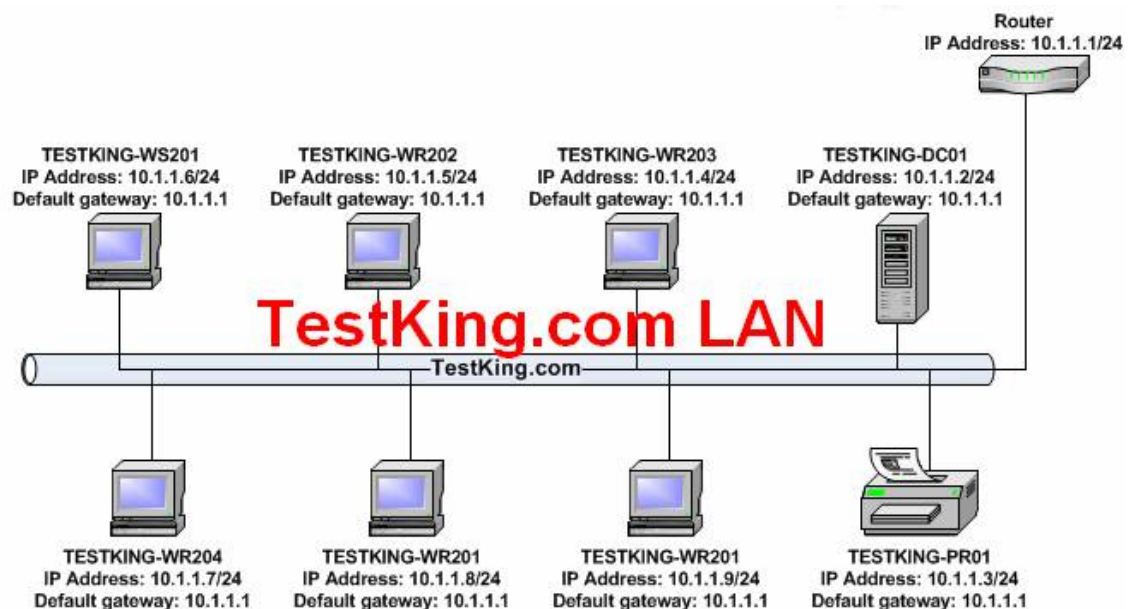
C: Kara Lang needs to specify port 80 and not port 21 as the printer port. Port 21 is used for FTP connections but Kara Lang will connect to the Laser Jet printer via HTTP, which uses port 80.

D: Kara Lang needs to be able to connect to the printer from the Internet. She will not be able to connect to a LAN printer from the Internet.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 528-530.

QUESTION NO: 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. The TestKing.com network contains a domain controller named TESTKING-DC01 that also serves as a Domain Name Service (DNS) and Windows Internet Name Service (WINS) server. The TestKing.com network also contains a print device named TESTKING-PR01 that is connected to TESTKING-DC01. All computers on the TestKing.com network use static IP addressing. The relevant portion of the TestKing.com network is shown in the Network exhibit.

Network Exhibit:



A TestKing.com user named Rory Allen attempts to connect to TESTKING-PR01 by specifying the path "http://TESTKING-DC01/printers" in his web browser. When he does this, he receives an error message indicating that a connection to the server could not be established.

You want to enable Rory Allen to connect to TESTKING-PR01 using the Internet Printing capability.

What should you do?

- A. Instruct Rory Allen to use the path "http://testking-dc01/printers".
- B. Instruct Rory Allen to use the path "http://testking-dc01/testking-pr01".
- C. Ensure that the World Wide Web service is started on TESTKING-DC01.
- D. Install Microsoft Internet Explorer 5.5 on Rory Allen's client computer.

Answer: C
Explanation: The TestKing.com network does not appear to have a web server. It is possible that the World Wide Web service has not been started on TESTKING-DC01. The World Wide Web service is required for Internet Printing.

Incorrect Answer: A: URLs are not case sensitive. Therefore

"http://testking-dc01/printers" and "http://TESTKING-DC01/printers" are the same.

B: Rory Allen should use the virtual directory named 'Printers' to access the printer. He should thus use the path "http://testking-dc01/printers" and not "http://testking-dc01/testking-pr01".

D: Internet Explorer 5.0 supports Internet Printing and is installed by default on Windows XP Professional computers.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 528-530.

D: Connect to a local print device. (6 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

The TestKing.com network contains a client computer named TESTKING-WS279 that shares a Canon LBP-3460 printer named Canon 3460. The Canon printer on TESTKING-WS279 is used mainly by users in the Finance department to print long reports and documents. Other TestKing.com users print short documents, such as memos and e-mail messages.

TestKing.com users start complaining that their print jobs sent to the Canon LBP-3460 printer on TESTKING-WS279 are taking much longer than before. You discover that the output capacity of Canon LBP-3460 printer is insufficient. You want to increase the output capacity of the printer without requiring TestKing.com users to select which printer to print to. You purchase a second Canon LBP-3460 printer that you attach to TESTKING-WS279 and share as Canon 3460(2).

What should you do next?

- A. Create a printer pool on TESTKING-WS279.
- B. Assign the Canon 3460 printer a print priority of 1.

- C. Assign the Canon 3460(2) printer a print priority of 99.
- D. Assign the Canon 3460 printer a print priority of 99.
- E. Assign the Canon 3460(2) printer a print priority of 1.

Answer: A
Explanation: A printer pool allows users use one logical printer to print to multiple print devices. This requires that all printers must use the same device drivers.

Incorrect Answers:**B, C, D, E:** Print priorities are used to manage printing to a single print device. It is used to ensure that certain users can print their print jobs before other users. It is not used to increase printer capacity.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 469.

QUESTION NO: 2You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A network user named Dean Austin uses a client computer named TESTKING-WS277. TESTKING-WS277 has a built-in fax modem. TestKing.com wants to fax promotional material to several important clients. However, the stand-alone fax machine that TestKing.com normally uses fails. Dean Austin is asked to fax the promotional documents. The clients are required to send a fax to confirm receipt of the fax. Dean Austin sends the faxes but never receives any replies. He calls the clients to which he sent the faxes and discovers that they were received but that the clients were not able to connect to Dean Austin's fax modem to send a response. You need to ensure that clients are able to connect to Dean Austin's fax modem to send a response.

What should you do?

- A. Enable the fax modem on TESTKING-WS277 to receive faxes.
- B. On the fax modem on TESTKING-WS277, increase the number of retries.
- C. On TESTKING-WS277 stop and restart the fax service.
- D. Delete and then recreate the fax printer on TESTKING-WS277.

Answer: A**Explanation:** By default, the fax modem it is configured only to send faxes. Therefore you must configure the fax modem to receive faxes.

Incorrect Answers:**B:** The number of retries specifies how many times the fax modem will redial a fax number when it fails to connect to that fax. The number of retries is thus related to sending of faxes, not receiving faxes.

C: Dean Austin as able to send faxes, therefore the fax service was functioning properly and there is no need to stop and rest it.

D: Deleting and then recreating the fax printer on TESTKING-WS277 will not enable the fax modem to receive faxes. By default, the fax modem it is configured only to send faxes.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 154.

QUESTION NO: 3You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

The TestKing.com network contains a client computer named TESTKING-WS274 that shares a Canon printer named CanonPrinter. Clive Wilson regularly prints various short reports to CanonPrinter from his client computer named TESTKING-WS279. Other TestKing.com users print to CanonPrinter on a less regular basis. Each time CanonPrinter completes a print job, a pop-up message appears on TESTKING-WS279. Clive Wilson requests that you stop the pop-up message from appearing on TESTKING-WS279. Your solution must not affect any other user.

What should you do?

- A. Disable print notification on TESTKING-WS274.
- B. On TESTKING-WS274, disable print notification only for TESTKING-WS279
- C. Disable print notification on TESTKING-WS279.
- D. Add Clive Wilson to the Power Users group.

Answer: C**Explanation:** Windows XP Professional clients can be configured not to receive print notification messages.

Incorrect Answers:**A:**

Disabling print notification on TESTKING-WS274 would affect other users as well.
B: Print notification cannot be enabled or disabled for users or for specific computers. It must be enabled or disabled on TESTKING-WS279.
D: Membership to the Power Users group does not affect print notifications.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 470.

QUESTION NO: 4 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Amy Walsh is the receptionist at TestKing.com. Amy Walsh uses a client computer named TESTKING-WS270. Amy Walsh needs to send faxes to important clients on a regular basis. You install a fax modem and configure the Fax service on TESTKING-WS270. You then open Printers and Faxes folder in Control Panel on TESTKING-WS270 to verify that the Fax printer has been added.

A few days later Amy Walsh informs you that several TestKing.com clients have complained that they are unable to send faxes to Amy Walsh. You discover that TESTKING-WS270 does not respond to incoming fax calls. You need to resolve this problem as soon as possible.

What should you do?

- A. Configure the fax modem on TESTKING-WS270 to receive faxes automatically.
- B. Upgrade TESTKING-WS270 to Windows 2000 Server.
- C. Add Amy Walsh to the Power Users group.
- D. Ensure that the telephone line attached to the fax modem is functioning properly.

Answer: A **Explanation:** The answer mode on the fax is probably set to manual which means that the user must manually respond to incoming calls. Configuring the answer mode to automatic will ensure that the fax modem responds automatically to incoming calls.

Incorrect Answers: **B:** It is not necessary to upgrade TESTKING-WS270 to Windows 2000 Server.

C: Group membership does not affect the ability to receive faxes.

D: The problem in this scenario is not related to the phone line.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 154.

QUESTION NO: 5 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

The TestKing.com network contains a client computer named TESTKING-WS279 that shares a Canon laser jet printer named CanonLJ. The CanonLJ printer is used by TestKing.com users in the Finance department to print various documents. A Finance department user named Dean Austin is assigned to manage the CanonLJ. Dean Austin must be able to control access to the printer and must be able to manage print jobs. No other user must be able to manage print jobs. You need to ensure that Dean Austin has the required permissions to perform his duties.

What should you do?

- A. Assign the Allow - Manage Printers permissions to Dean Austin.
- B. Assign the Allow - Manage Documents permissions to Dean Austin.
- C. Assign the Allow - Manage Printers permissions to the Users group.
- D. Assign the Allow - Manage Documents permissions to the Users group.
- E. Assign the Allow - Print permissions to the Users group.

Answer: A, B, E
Explanation: There are three standard printer permissions available in Windows XP Professional. These are Manage Document, Manage Printers and Print permissions. The Manage Documents permission allows users to manage print jobs; the Manage Printers permission allows users to manage access to printers; and the Print permission allows users to submit print jobs. Dean Austin need to manage print jobs and access to printers. Hence he must be assigned the Manage Document and Manage Printers permissions. Other users need only be able to submit print jobs and should be assigned the Print permission.

Incorrect Answers: C: The Allow - Manage Printers permission allows users to manage access to printers. This must be assigned to Dean Austin and not the Users group.

D: The Allow - Manage Documents permission allows users to manage printer jobs. This must be assigned to Dean Austin and not the Users group.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, pp. 467-469

QUESTION NO: 6 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com users are divided into various groups. Three of the groups are named FreqPrnt, NoPrnt, and MinPrnt. The TestKing.com network contains a client computer named TESTKING-WS224 that shares a Lexmark desk jet printer named LexDJ. Members of the FreqPrnt group frequently submit large print jobs to the LexDJ printer; members of the MinPrnt group seldom submit print jobs; and member of the NoPrnt group are not allowed to submit print jobs. A TestKing.com user named Clive Allen is a member of the MinPrnt group. Clive Allen submits a short document that needs to be printed urgently. A few hours later Clive Allen complains that his print job has not yet been printed. You discover that there are several large print jobs in the queue ahead of Clive Allen's print job. You pause the other print jobs and allow Clive Allen's print job to complete. You want to ensure that large print jobs from the FreqPrnt group do not prevent print jobs from the MinPrnt group from being completed in a timeous manner.

What should you do? (Each correct answer presents part of the solution. Choose two.)

- A. Create a new printer named NewLexDJ for the existing print device. Assign the MinPrnt group the Allow - Print permission for the NewLexDJ printer.
- B. Create a new printer named NewLexDJ for the existing print device. Assign the FreqPrnt group the Allow - Print permission for the NewLexDJ printer.
- C. Assign a print priority of 10 for the LexDJ printer and a print priority of 20 to the NewLexDJ printer.
- D. Assign a print priority of 10 for the NewLexDJ printer and a print priority of 20 to the LexDJ printer.

Answer: A, C

Explanation: The problem in this scenario is that the FreqPrnt group's printing requirements interferes with the print jobs from the other groups. If we create a separate printer for the other groups and only allow members of those groups to print to the new printer, we can use print priorities to ensure that their print jobs take precedence over the print jobs from the FreqPrnt group.

Incorrect Answer:**B: Assigning the FreqPrnt group the Allow - Print** permission to the new printer will not resolve the problem as their print jobs are causing the problems.

D: The LexDJ printer to which the FreqPrnt group can print should have a lower priority than the NewLexDJ printer.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 646.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 466.

Part 4: Configure and manage file systems.

A: Convert from one file system to another file system. (3 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. TestKing.com has its headquarters in Chicago and a branch office in Dallas. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows 98. Your job description includes the upgrading of the company's client computers to Windows XP Professional. To this end you completed the upgrades of the client computers to Windows XP Professional.

A TestKing.com client computer named TESTKING-WS23 has only one hard disk. Prior to the upgrade process, confidential data was stored on TESTKING-WS23. In the upgrade process of TESTKING-WS23 you decided not to convert the TESTKING-WS23 hard disk from FAT32 to NTFS. Since TESTKING-WS23 was upgraded to Windows XP Professional, another administrator named Rory Allen wanted to take full advantage of the security features that became available and thus typed `convert c:/fs:ntfs`

at a command prompt. The conversion however does not happen promptly and Rory Allen receives an error message stating that "the computer is unable to perform the conversion because the disk is being used". Consequently Rory Allen is prompted for a response and he indicates that the disk is to be converted at the next startup.

You were testing some of the applications on TESTKING-WS23 and discovered that they do not run properly in Windows XP Professional while they run successfully in Windows 98. You do not want the conversion to go ahead because if the drive is converted there is no way to revert back to Windows 98 and you will need to revert back to Windows 98. You need to stop the conversion from occurring when the computer is rebooted.

What should you do?

- A. Make use of the Diskpart utility to stop the conversion.
- B. Make use of the Fsutil utility to stop the conversion.
- C. Nothing can be done to stop the conversion.
- D. Edit the registry to stop the conversion.

Answer: D
Explanation: Because Rory Allen attempted to convert the hard drive from the C: command prompt the command cannot be processed immediately, hence the computer being busy error message and the subsequent response for the conversion to occur at the next startup. You should edit the registry and delete the autocheck autoconv\??\X: /FS:NTFS value from the HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager key if you want to stop the conversion from occurring.

Incorrect Answers:A: The Diskpart utility is a tool used to manage disks, partitions, or volumes, this tool cannot be used to stop conversions of disks from one file system to another.

B: The Fsutil utility is a utility used to manage reparse points, managing sparse files, dismounting a volume, or extending a volume, it is not used to stop conversions of disks.

C: If you do not do anything, the disk will be converted and you will lose the ability to revert back to Windows 98 when you need to use the Windows 98 applications. This option is wrong since there is a way to stop the conversion from taking place by editing the registry.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, pp. 621-622

QUESTION NO: 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A client computer named TESTKING-WS05 is used by several TestKing.com employees. Every employee involved has been allocated a folder on TESTKING-WS05. This folder will hold each user's data respectively. Amy Wilson is also one of the employees that have been allocated a folder on TESTKING-WS05. Amy Wilson's job includes the creation, distribution and maintenance of the company newsletters that are released every fortnight. Her allocated folder has been aptly named CompanyNews. Since this job involves the collection and management of many news articles, TESTKING-WS05 would require substantial hard drive space. While working on CompanyNews Amy Wilson notices that TESTKING-WS05 is running out of hard disk space. Amy Wilson informs the TestKing.com helpdesk that she will require more space on TESTKING-WS05.

You receive instruction to ensure that Amy Wilson will be able to carry out her duties. You need to create more hard disk space for Amy Wilson on TESTKING-WS05. To this end you install another hard disk, format it with NTFS and now need to mount it to the CompanyNews folder. You find that you are unable to do so.

What should you do?

- A. The CompanyNews files should be compressed.
- B. Other users must temporarily be assigned the Allow - Take Ownership permission for some files in the CompanyNews folder.
- C. A backup of CompanyNews has to be performed.
- D. The disk should be mounted to a new folder and then move the files to the new folder

Answer: D
Explanation: A new folder may only be mounted to an empty NTFS folder. You should make use of Disk Management to mount the new hard disk to a new folder and then move Amy Wilson's files to the new folder. Afterward you should rename the folder CompanyNews.

Incorrect Answers:

A: File compression is not the option to follow. Files cannot be individually compressed using the zip feature. You must place them in a compressed folder in order to compress the files. Besides in the scenario you need to enable the new drive to be mounted to the folder. File Compression will not enable you to do so.

B: Allowing other users to take ownership of Amy Wilson's files would have worked if you wanted to reduce the amount of disk space that the Amy Wilson files have taken up on the disk. However, it is the disk that is running out of space and not Amy Wilson's folder.

C: Performing backups of the CompanyNews folder will not result in the deletion of the source files contained within the folder; you still need to mount a new drive to the Amy Wilson folder as described in the explanation.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 374-375

QUESTION NO: 3 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP after being recently upgraded from Windows Millennium Edition.

TestKing.com uses a custom database application to store technical support incidents as they are reported by the users. Part of your duties includes the generation of technical incident support reports. One TestKing.com client computer named TESTKING-WS210 has a hard drive named C. The database application is configured to save all technical log files using a folder named DatabaseTech_Reports on the C: drive on TESTKING-WS210.

During routine maintenance you discover the drive C on TESTKING-WS210 is becoming very full and will soon run out of space. You install an additional disk drive named drive D: to TESTKING-WS210 and attempt to mount drive D: to C:\DatabaseTech_Reports to avoid the problem of running out of hard disk space. However, you find that you are unable to mount drive D: to C:\DatabaseTech_Reports.

What should you do?

- A. Drive D: should be converted from Basic to Dynamic using the Diskpart utility.
- B. The Fsutil utility should be used to extend the volume on drive D:
- C. Drive D: should be converted to NTFS

D. Drive C: should be converted to NTFS

Answer: D
Explanation: There are pre requisites which have to be met in order for you to successfully mount the newly NTFS formatted disk:

1. Your primary hard disk must be NTFS formatted
2. The hosting folder must be empty
3. The user attempting the operation must be logged on or must be a member of the administrators group.

In this case you should use the convert C:/fs:ntfs command to make the primary hard disk NTFS formatted. Only then will you be able to mount drive D: to C:\DatabaseTech_Reports.

Incorrect Answers:A: The Diskpart utility is used to administer hard disks by means of using scripts or the command prompt it is not used to mount drives.

B: The Fsutil utility is used to extend the volume of drive D: there is no need to perform this action as drive D: only needs mounting to C:\DatabaseTech_Reports folder.

C: The scenario requires the space of the folder where the database application stores the technical logs to be increased, you should be converting Drive C instead of Drive D since it is drive D: that should be mounted to C:\DatabaseTech_Reports folder.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 683.

Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 354

B: Configure NTFS, FAT32, or FAT file systems(2 Question)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server. Half the client computers on the TestKing.com network run Windows XP Professional and the rest run Windows 98 Second Edition (SE). All Windows XP Professional client computers have NTFS formatted hard disks.

TestKing.com has an Application Development department that develops in-house client applications. These applications are designed to run on both Windows XP Professional and Windows 98 SE. The Application Development department also has a test lab that they use to test their in-house applications before having the applications deployed on the production computers.

You install a new client computer named TESTKING-WS275 in the Application Development department's test lab. TESTKING-WS275 contains three physical hard disk drives named disk0, disk1 and disk2. You need to install Windows XP Professional and Windows 98 SE on disk0 and disk1. Disk2 will be used to store test results from both Windows XP Professional and Windows 98 SE.

You need format and configure the hard disks on TESTKING-WS275 to replicate the client operating systems used on the TestKing.com network.

What should you do?

- A. Format disk0 and disk2 with FAT32 and disk1 with NTFS.
Install Windows 98 SE on disk0 and Windows XP Professional on disk1.
- B. Format disk0, disk1 and disk2 with NTFS.
Install Windows 98 SE on disk0 and Windows XP Professional on disk1.
- C. Format disk0, disk1 and disk2 with FAT32.
Install Windows 98 SE on disk0 and Windows XP Professional on disk1.
- D. Format disk0 with FAT32 and disk1 and disk2 with NTFS.
Install Windows 98 SE on disk0 and Windows XP Professional on disk1.

Answer: A
Explanation: Windows 98 SE must be installed on the boot disk, which is named disk0 by default, and must use the drive letter C. Windows XP Professional does not need to be installed on the boot disk and can be installed on disk1. Windows 98 SE only supports the FAT file system; therefore the boot disk on which Windows 98 SE is installed must be formatted with FAT32. Test results from Windows 98 SE will be stored on disk2. Therefore disk2 must be accessible from within Windows 98 SE and must also be formatted with FAT32. You need to replicate the client operating systems used on the TestKing.com network, which means you need to format the disk on which Windows XP Professional is installed with NTFS as all Windows XP Professional client computers on the TestKing.com network have NTFS formatted hard disks.

Incorrect Answers: B: Windows 98 SE does not support NTFS volumes. It cannot be installed on an NTFS volume and cannot access NTFS volumes. You therefore cannot format disk0 and disk2 with NTFS.

C: You need to replicate the client operating systems used on the TestKing.com network, which means you need to format the disk on which Windows XP Professional is installed with NTFS as all Windows XP Professional client computers on the TestKing.com network have NTFS formatted hard disks.

D: Windows 98 SE cannot access NTFS volumes. You need to store test results from Windows 98 SE on disk2; therefore you cannot format disk2 with NTFS.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, *Configuring and Troubleshooting Windows XP Professional*, Syngress Publishing, Rockland MA, 2001, p. 280-284.

QUESTION NO: 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all the client computers run Windows XP Professional. All computers on the TestKing.com network have NTFS formatted hard disks and all client computers are configured as DHCP clients.

The TestKing.com network contains a file server named TESTKING-SR12. TESTKING-SR12 hosts a shared folder named WorkDocs that is used to store TestKing.com documents. A TestKing.com user named Clive Allen takes some work home with him that he will complete on his personal Windows Millennium Edition (ME) portable computer. He copies several files from the WorkDocs folder to a USB flash drive. The next day Clive Allen brings his portable computer into the office and wants to copy the files back to the WorkDocs folder on TESTKING-SR12. You join Clive Allen's portable computer to the network and configure it as DHCP client.

Clive Allen can successfully log on to TestKing.com network from his portable computer but he complains that still cannot access the WorkDocs folder on TESTKING-SR12.

What could you do to resolve this problem?

- A. Convert the hard disk on Clive Allen's portable computer to NTFS.
- B. Upgrade Clive Allen's portable computer to Windows XP Professional.
- C. Configure the file and folder permissions on the WorkDocs folder to allow access to Clive Allen's portable computer.
- D. Add Clive Allen's user account to the Power Users group.

Answer: B**Explanation:** Windows ME cannot access NTFS volumes. All computers on the TestKing.com network, including TESTKING-SR12, have NTFS volumes. You would need to upgrade Clive Allen's portable computer to an operating system that supports NTFS such as Windows 2000 Professional or Windows XP Professional.

Incorrect Answers:A: Windows ME does not support NTFS and therefore does not support the convert command that is used to convert a FAT32 partition to NTFS.

C: File and Folder permissions are assigned to a user account, not a computer account.

D: There is no need to add Clive Allen's user account to the Power Users group as he was able to access the WorksDocs folder from his work computer and thus has the required permissions.

Reference:Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 280-284.

Part 5: Manage and troubleshoot access to and synchronization of offline files. (7 Questions)

QUESTION NO: 1You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A TestKing.com user named Kara Lang works from home using a portable computer named TESTKING-WS230. Kara Lang recently requested that several files be made available offline for her. All the offline files are stored on the boot partition of TESTKING-WS230. Kara Lang reported that she is satisfied with the offline files and has no problem using them, however she noticed the primary partition of TESTKING-WS230 is running out of disk space due to the offline files.

You have received instruction to address Kara Lang's concern regarding the disk space problem. To this end you instruct Kara Lang to move the client-side cache associated with the Offline Files to a different drive using the Offline Files Cache Mover utility. Kara Lang later reports that the cache is moved from the drive but the original cache cannot be deleted and is still being used. You need to configure offline files to start using the new cache enabling the deletion of the original.

What should you instruct Kara Lang to do?

- A. The boot partition drive should be converted only then can the original cache be deleted.
- B. The boot partition drive should be defragmented only then can the original cache be deleted.
- C. The cache must be reinitialized.
- D. The computer must be rebooted first.

Answer: C
Explanation: You actually need to enable Kara Lang to move the cache and, by reinitializing the cache the new cache will be used which will allow Kara Lang to delete the original cache.

Incorrect Answers:A: There is no need for the conversion of the drive as both FAT 16 and FAT 32 can support Offline files. This will not enable Kara Lang to delete the cache.

B: Fragmentation is a result of users installing creating and deleting files. However, defragmenting will have no effect on Kara Lang's ability to delete the cache.

D: This option is partly correct, but you need to reboot the TESTKING-WS230 only after the cache is reinitialized. Rebooting alone will not necessarily enable Kara Lang to delete the cache.

Reference:Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 620-622.

QUESTION NO: 2
You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A TestKing.com employee named Rory Allen works as a Sales representative and as such travels extensively. To this end Rory Allen has been issued with a portable client computer named TESTKING-WS210 to enable him to connect to the company network while working away from the office. You have received instruction from the CIO to have certain files made available offline for Rory Allen because his next assignment would take him to a location where there is no means of connecting to the Internet or the company network. You comply with the request.

In preparation for his trip, Rory Allen connected to the network and edited files containing the documents that he required. After a few hours he disconnected from testking.com and verified that the files he edited were still available, and placed TESTKING-WS210 in Hibernation mode.

After a successful sales trip, Rory Allen hibernates TESTKING-WS210 and heads back to the office. At the Office Rory Allen connects to the testking.com network and wakes up TESTKING-WS210. Then he discovers that TESTKING-WS210 shows he is offline even when saving and closing all the files. Rory Allen wants TESTKING-WS210 to be online and asks you to address his problem.

What should you do?

- A. Configure TESTKING-WS210 to enter Standby mode not Hibernate mode.
- B. In Windows Explorer click the Refresh button.
- C. TESTKING-WS210 must be hibernated again and disconnected from testking.com, booted up and reconnected to testking.com
- D. The offline files should be synchronized manually.
- E. Use the synchronization tool and check the synchronization schedule.

Answer: D
Explanation: In order to have the files synchronized and come online you must first meet three conditions:

1. No files should be open from a folder to which you want to reconnect.
2. No offline files should have been modified while the user was offline
3. The network link speed cannot be considered slow at all.

In this case the offline files were modified and thus it should be synchronized before being allowed online again. Working offline means that you will be working with offline files until they are all synchronized. Synchronizing the offline files manually will address the problem.

Incorrect Answers:A: Configuring TESTKING-WS210 to enter Standby mode or Hibernation mode is irrelevant in this case because it is not one of the three conditions that should be met when modified offline files are allowed online again.

B: Refreshing the Windows Explorer will not allow Rory Allen to be back online because it will not result in synchronizing the offline files which is a condition that should be met before an offline file that was modified while the user was offline to be able to get online again.

C: Waking up TESTKING-WS210 before reconnecting to the testking.com network will not enable Rory Allen to reconnect to the network if the conditions were not met.

E: The Synchronization tool only allows you to synchronize items and configure how they are synchronized. This option is thus partly correct, but you should synchronize the offline files and not check the synchronization schedule.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 623.

QUESTION NO: 3 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A TestKing.com user named Ally Wagner works as a Sales representative and as such travels extensively. To this end Ally Wagner has been issued with a portable client computer named TESTKING-WS210 to enable her to connect to the company network while working away from the office meeting with business clients. TESTKING-WS210 contains personal notes and information regarding the client's business record with testking.com.

After a meeting with a client, Ally Wagner returned to office and connected TESTKING-WS220 to the network. During the meeting Ally Wagner made changes to the client's details and added a few personal notes. All Ally Wagner has to do now to complete the assignment is to have the changed files synchronized when she logs on to the network. Ally Wagner then requests that you configure the synchronization of files to occur when she logs on.

What should you do?

- A. Add the clients personal notes and information as email attachments
- B. Issue Ally Wagner a flash drive to save copies of the clients personal notes and information documents and manually synchronize the copies at the office network
- C. The clients personal notes and information should be placed in the same shared folder on the network server
- D. The clients personal notes and information should be placed in separate shared folders on the network server

Answer: C

Explanation: In this particular scenario the solution would be to enable the synchronization of all offline files upon logging on option. This configuration choice will enable Ally Wagner to synchronize all offline files upon log off and log on to the network. Synchronization occurs on a per-connection basis you should place the client's personal notes and information in the same shared folder on the network.

Incorrect Answers:A: In the scenario Ally Wagner requires the files to be synchronized when logon to the network as well as login off and making the relevant documents into e-mail attachments is not going to aid the synchronization of the files.

B: Issuing Ally Wagner with a flash drive to save the documents with the changes is not going to enable synchronization when she logs on to the network.

D: Because synchronization happens on a per-connection basis you should not place the client's personal notes and information on a separate share, but rather in the same shared folder.

Reference:Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 622.

QUESTION NO: 4You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

The TestKing.com network contains a files server named TESTKING-SR25 that contains a shared folder named SalesDocs. Rory Allen is the manager of the Sales department at TestKing.com. Rory Allen will be attending a major sales convention over the next few weeks where he hopes to attract some major new customers for TestKing.com products. You issue Rory Allen with a portable computer named TESTKING-WS278. Rory Allen requests that several files in SalesDocs folder be made available offline. You enable file caching of the SalesDocs folder on TESTKING-SR25 and inform Rory Allen that he should be able to configure offline access to the files he requires. However, Rory Allen informs you that the option to make the shared folder available offline is not available when he right-clicks the SalesDocs folder from TESTKING-WS278. You need to ensure that Rory Allen can make files available offline.

What should you do?

- A. On TESTKING-SR25, enable the Notify me and begin working offline option.
- B. On TESTKING-SR25, add Rory Allen to the local Administrators group.
- C. On TESTKING-WS278, enable the Notify me and begin working offline option.
- D. On TESTKING-WS278, select the Enable Offline Files option on the Folder Options page.
- E. On TESTKING-WS278, select the Automatic Caching for Documents option.

Answer: D
Explanation: In the scenario you performed configurations for Amy Wilson but she still is unable to use offline files the only possible reason could be that offline files are disabled on Amy Wilson's computer as no other clients report this problem this could cause her to be unable to cache the files.

Incorrect Answers:
A: The Notify me and begin working offline option must be configured on the client computer, not on the files server. This option allows offline access to files when the network connection to the files server is interrupted. However, offline files must first be enabled on the client computer.

B: Making Rory Allen a member of the local Administrators group on TESTKING-SR10 will not enable offline access to the SalesDocs folder.

C: The Notify me and begin working offline option allows offline access to files when the network connection to the files server is interrupted. However, offline files must first be enabled on the client computer.

E: Automatic caching of documents need only be performed on the SalesDocs shared folder on TESTKING-SR25, not on TESTKING-WS278.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 620.

QUESTION NO: 5 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com employs 20 new sales representatives that will visit TestKing.com's major customers on a regular basis. You issue the new sales representatives with new Windows XP Professional portable computers. The new sales representatives will require access to inventory and pricing documents when they visit TestKing.com's customers. The inventory and pricing documents are stored in a shared folder named SalesDocs. The SalesDocs folder is hosted on a file server named TESTKING-SR34. The new sales representatives must be able to open the files in the SalesDocs folder while they are offline, and must be able to make changes to those files at all times. You need to provide the sales representatives with the required functionality.

What should you do?

- A. Enable offline files on the portable computers and enable file caching on the SalesDocs folder.
- B. Enable file caching on the SalesDocs folder and reinitialize the offline folders cache on the portable computers.
- C. Enable offline files on TESTKING-SR10 and reinitialize the offline folders cache on the portable computers.
- D. Assign sales representative the Allow - Modify permissions to the SalesDocs folder.

Answer: A
Explanation: To allow the sales representatives to have offline access to the SalesDocs folder, you must enable offline files on the portable computers and enable file caching on the SalesDocs folder.

Incorrect Answers: **C:** Offline files must be enabled on the portable computers, not the file server. Also, reinitializing the offline folders cache on the portable computers will not allow the sales representatives access to offline files. You need to enable offline files on their portable computers.

D: NTFS permissions are used to control network access to files. It will not allow the users offline access to those files.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 366.

QUESTION NO: 6

You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. Half the client computers are portable computers and the rest are desktop computers. The portable computers are configured to support offline files.

The TestKing.com users that have been issued with portable computers often work from home. When they work from home, the users dial up to a TestKing.com Routing and Remote Access Services (RRAS) server named TESTKING-SR10 and access data on the TestKing.com network. Several users with portable computers inform you that their offline files become unavailable when they lose connectivity to TESTKING-SR10. You need to ensure that the offline files remain available at all times.

What should you do?

- A. Enable the Notify me and begin working offline option on each portable computer.
- B. Disable the Encrypt offline files to secure data option on each portable computer.
- C. Enable the Notify me and begin working offline option on TESTKING-SR10.
- D. Select the Automatic Caching for Documents option for shared folders on each portable computer.

Answer: A
Explanation: Enabling the Notify me and begin working offline option for offline files will ensure that offline files remain available even when access to the server is interrupted.

Incorrect Answers:
B: Disabling the Encrypt offline files to secure data option will not ensure that users have access to the offline files when they lose connectivity to the RRAS server. You need to enable the Notify me and begin working offline option.

C: You need to enable the Notify me and begin working offline option on the portable computers and not on the RRAS server.

D: Selecting the Automatic Caching for Documents option for shared folders will ensure that the files in those folders are available as offline files. However, this will not ensure that users have access to the offline files when they lose connectivity to the RRAS server. You need to enable the Notify me and begin working offline option.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 350.

QUESTION NO: 7 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. The TestKing.com network contains 10 servers that run Windows 2000 Server and 1,000 client computers that run Windows XP Professional. Half the client computers are portable computers and the rest are desktop computers.

A network user named Amy Walsh has been issued with a portable client computer named TESTKING-WS277. Amy Walsh uses TESTKING-WS277 whenever she needs to visit TestKing.com customers. TESTKING-WS277 has a single hard disk drive with a single NTFS volume that contains the operating system, various applications and Amy Walsh's user files. When she is at a customer's site, Amy Walsh saves files to a folder named C:\Customers. Amy Walsh notices that TESTKING-WS277 is low on free disk space and brings this to your attention. You need to increase the disk space on TESTKING-WS277. None of the files on TESTKING-WS277 can be deleted. You install an additional hard disk drive on TESTKING-WS277. You then instruct Amy Walsh to create a new empty folder named C:\MoreCustomers and mount the new hard disk drive to the C:\MoreCustomers folder. A short while later Amy Walsh informs you that she is unable to mount the new hard disk drive to the C:\MoreCustomers folder. You need to ensure that Amy Walsh can mount the new hard disk to the C:\MoreCustomers folder.

What should you do?

- A. Format the new hard disk drive with NTFS.
- B. Add Amy Walsh to the local Administrators group.
- C. Add Amy Walsh to the Power Users group.
- D. Use Fsutil utility must be used for the creation of a hard link between C:\MoreCustomers and the new hard disk drive.

Answer: B **Explanation:** In order to mount a hard disk to a folder, the folder must be empty and must be located on an NTFS volume. In addition, the user mounting the volume must be a member of the local administrators group.

Incorrect Answers: **A:** The new hard disk does not need to be formatted before it can be mounted.

C: Only members of the local Administrators group can mount disks.

D: The Fsutil utility cannot be used to mount disks, nor can you create a hard link for a folder, you can only create them for files.

Topic 3, Implementing, Managing, Monitoring, and Troubleshooting Hardware Devices and Drivers(37 Questions)

Part 1: Implement, manage, and troubleshoot disk devices.

A: Install, configure, and manage DVD and CD-ROM devices(1 Question)

QUESTION NO: 1 You work as a systems administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run either Windows XP Professional or Windows 98.

A TestKing.com Marketing user named Kara Lang uses a client computer named TESTKING-WS270. TESTKING-WS270 runs on Windows 98 and has a Plug and Play digital versatile disc (DVD) drive installed. Kara Lang makes use of Windows Media Player to view the video footage. TestKing.com policy states that all marketing video files must be distributed in a DVD format with the Compact Disc File System (CDFS).

You are then instructed to upgrade TESTKING-WS270 to Windows XP Professional. A day after the upgrade Kara Lang complains that she is unable to view the video footage. To be able to fulfill work commitments Kara Lang requires viewing this footage.

What should you do? (Choose all that apply.)

- A. Reinstall Windows Media Player to ensure that the latest version is installed.
- B. Install the latest version of the hardware or software decoder.
- C.

Ensure that the DVD drive is on the TESTKING-WS270 Windows XP Professional Hardware Compatibility List (HCL).

- D. Suggest that the TestKing.com users make use of the Universal Disk Format (UDF) for the DVDs.
- E. Ensure that the DVD drive is on the TESTKING-WS270 Windows 98 Hardware Compatibility List (HCL).

Answer: B, C
Explanation: To ensure that the DVD is operational it must be listed in the Windows XP Professional HCL since TESTKING-WS270 has been upgraded from Windows 98 to Windows XP Professional. You should also further install the latest version of the hardware or software decoder since Windows Media Player is unable to play back content from a DVD if the installed decoder is not Windows XP compatible.

Incorrect answers:
A: This is unnecessary. When you upgrade TESTKING-WS270 to Windows XP Professional, Setup will upgrade Windows Media Player to version 8.0 automatically.

D: Windows XP Professional does not support multiple versions of UDF. This option is not suitable.

E: You need to ensure that the DVD drive is listed in the Windows XP Hardware Compatibility List (HCL) and not the Windows 98 HCL.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 133

B: Monitor and configure disks. (2 Questions)

QUESTION NO: 1 You work as a systems administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run either Windows XP Professional or Windows 98.

A TestKing.com user named Mia Hamm uses a Windows XP Professional client computer named TESTKING-WS171. TESTKING-WS171 is a laptop computer that consists of a 2.1 gigabyte (GB) hard drive and a 400 megahertz (MHz) processor, as well as 256 megabytes (MB) of random access memory (RAM). TESTKING-WS171 has recently been upgraded to Windows XP Professional.

Mia Hamm downloaded quite a number of video presentations on TESTKING-WS171 to use in her next business trip. However, since then she is unable to hibernate TESTKING-WS171. During her presentation Mia Hamm requires to use the hibernation function.

You need to ensure that Mia Hamm can enable hibernation on TESTKING-WS171.

What should you do?

- A. Install additional RAM.
- B. Defragment the hard disk on TESTKING-WS171.
- C. Ensure that there is at least 256MB of hard drive space available.
- D. Put TESTKING-WS171 in hibernation mode and then replace the battery.

Answer: C
Explanation: To be able to use hibernation in Windows XP Professional, the free space on the hard drive must be equal to or greater than the amount of RAM on the computer. Thus option C is the solution.

Incorrect answers:A: Adding more RAM will result in more hard drive space that must be made available for hibernation to be freed up to accommodate hibernation.

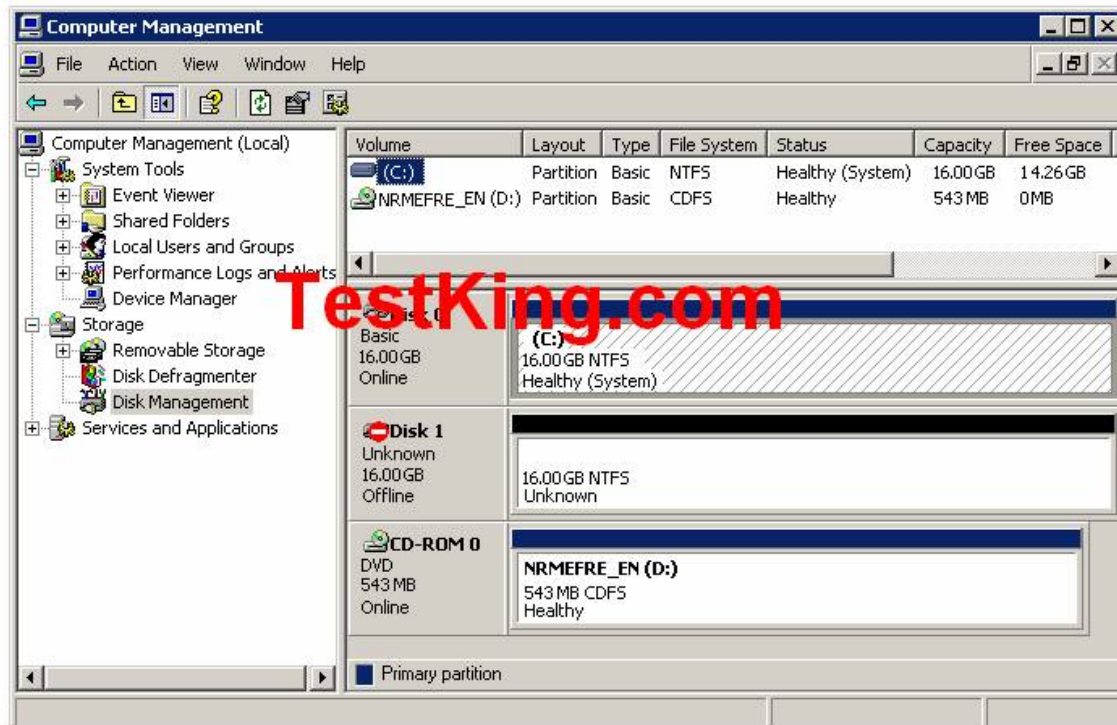
B: Defragmentation of the hard disk does not free up enough space for hibernation to be enabled. It merely rearranges the files to be contiguous and optimized.

D: The problem is already the inability to hibernate thus this option will not work.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 132

QUESTION NO: 2
You work as a systems administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A client computer named TESTKING-WS170 has an uninterruptible power supply (UPS) attached and installed. A severe lightning storm has caused a blackout disrupting all power to the TestKing.com network. Due to the UPS, you are able to shutdown TESTKING-WS170 in the proper manner before the UPS ran out of power. However, when you reboot, you find that some data is not available. Upon further investigation you see the following display when you open Disk Management:



You need to ensure that you can gain access to these files.

What should you do?

- A. Select the disk with the unavailable data and upgrade the disk to Dynamic Disk.
- B. Select the disk with the unavailable data and regenerate the Disk.
- C. Select the disk with the unavailable data and reactivate the Disk
- D. You should rescan both disks.

Answer: C
Explanation: On any offline, disk all that is usually required is to have the disk reactivated to gain access to the data on the disk.

Incorrect answers:A: Upgrading the disk would not solve the problem of data that is unavailable.

B: On a failed disk there is no option to regenerate.

D: Rescanning disks scans all attached disks for disk configuration changes and since there was no reconfiguration of any of the disks this option would be futile.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 304

C:Monitor, configure, and troubleshoot volumes(1 Question)

QUESTION NO: 1
You work as a systems administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A newly purchased client computer named TESTKING-WS210 has been assigned to you. TESTKING-WS210 has two physical hard drives. You successfully installed Windows XP Professional on one physical disk. To make provision for fault tolerance on TESTKING-WS210, you want to create a mirrored volume.

What should you do?

- A. Convert both disks to Dynamic volumes. Then create the mirrored volume via the Create Volume Wizard.
- B. Make use of an NTFS format for the second volume, log on as administrator and create the mirrored volume via the Create Volume Wizard.
- C. Do nothing. Windows XP does not support mirrored volumes.

- D. Create the mirrored volume via the Create Volume Wizard and then synchronize the Mirror with the mirrored volume.

Answer: C
Explanation: To make provision for fault tolerance by means of mirrored volumes is not possible on a Windows XP Professional workstation. Windows XP Professional does not support mirrored volumes. You should rather consider making use of hardware RAID

Incorrect answers: A: To create a mirrored volume you would require Windows 2000 Server and not a Windows XP Professional computer.

B: Mirrored volumes can be created with either a FAT file system or the NTFS file system - on a Windows 2000 Server computer.

D: You cannot create a mirrored volume since Windows XP Professional does not support mirrored volumes.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 298

D: Monitor and configure removable media, such as tape devices (2 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

One of the TestKing.com users named Dean Austin is assigned to assist you in your job. It is Dean Austin's responsibility to manage the optical disks. You ask Dean Austin to show you some history on the operation when he discovered that he has difficulty with one application failing to get the requested information.

What should he do to provide you with the necessary information?

- A. Right click on the My Computer icon on the desktop; navigate to the Work Queue to view the work queue.
- B. Right click on the My Computer icon on the desktop; navigate to System Tools and click on the Event Viewer and then Application.
Click the source column to sort application data.
- C. Right click on the My Computer icon on the desktop; navigate to System Tools and click on System Information.
Expand the Software environment and then double-click on Running Tasks.
- D. Click on Performance under Administrative tools; and view the Alerts under

Performance Logs and Alerts.

Answer: A
Explanation: To check for the relevant data, Dean Austin should check the Work Queue. The Work queue will yield information as to the history of the application in operation.

Incorrect answers:
B: The Event Viewer does not yield information required about how the data is being supplied to an application, but rather information on events generated by the application.

C: System Information will yield information on Drivers and Environmental Variables and not the type of information that was requested.

D: You cannot view information generated by alerts in the Performance console.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 134

QUESTION NO: 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. The TestKing.com network contains 10 Windows 2000 Server computers, 50 Windows 98 client computers, 100 Windows 200 Professional computers and 150 Windows XP Professional client computers.

A TestKing.com user named Mia Hamm uses a Windows XP Professional client computer named TESTKING-WS270. Important business planning documents and files are stored on TESTKING-WS270. You have been instructed to ensure that data on TESTKING-WS270 can be recovered in the event of a disk failure. You install a robotic tape library that contains two Digital Audio Tape (DAT) cartridges in TESTKING-WS270.

You want to perform a full backup every Saturday afternoon and incremental backups every Tuesday and Thursday evening. You plan to perform the full backup manually but you want the incremental backups to take place as a scheduled task. You also want the incremental backups made on the Tuesday evening to be written to one tape and the incremental backups made on the Thursday evening to be written to the other tape.

What should you do to accomplish these goals?

A.

For Tuesday evening, create a scheduled backup job that runs once using a tape from the free media pool. For Thursday evening, create another scheduled backup job that runs once using a tape from the free media pool. Then create a scheduled backup job that runs every Tuesday evening and another that runs every Thursday evening.

- B. On Tuesday evening, run a manual incremental backup job and assign a name to the tape used for that day. On Thursday evening, run another manual incremental backup job and assign a different name to the tape used for Thursdays. Then create scheduled incremental backup jobs for Tuesday and Thursday evenings and specify the name of the tape to be used in each incremental backup job.
- C. Use the rsm command-line utility to run the incremental backup jobs for Tuesday and Thursday evenings.
- D. Use the Removable Storage console to assign a different name to each tape. Then create scheduled incremental backup jobs for Tuesday and Thursday evenings and specify the name of the tape to be used in each incremental backup job.

Answer: B
Explanation: To ensure that the same tape gets used for the Tuesday backup and a different one on Thursdays, you must assign the tape a name. This can be done during a manual backup job during which you can assign a name to the tape. This name is stored in the tape's header and can be specified in subsequent scheduled backup jobs. This will ensure that one tape is used for the Tuesday backup and the other is used for the Thursday backup.

Incorrect answers:
A: You need to assign a name to the tape so that it can be specified for the scheduled backup job. However, when you create a scheduled backup job that uses a tape from the free media pool, all data on the tape, including any name stored in the tape header will be deleted.

C: You can use the rsm command-line utility to create, delete, and manage media pools, to mount, dismount, and eject media, and to display information about removable storage resources. It cannot be used to run backup jobs.

D: You can use the Removable Storage console to manage removable storage libraries and to display information about the media in each pool, but you cannot use the Removable Storage console to assign a name to a tape. You need to assign a name to each tape so that you can specify which tape should be used during the scheduled backup.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 135

Part 2: Implement, manage, and troubleshoot display devices.

A:Configure multiple-display support(2 Questions)

QUESTION NO: 1You work as a systems administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A TestKing.com user named Dean Austin uses a client computer named TESTKING-WS210. Dean Austin needs to make use of the multiple monitor capability in Windows XP Professional to fulfill his job requirements. You purchase a new video adapter for TESTKING-WS210. You install the new video adapter.

A day later, Dean Austin discovers that he is unable to extend the Windows desktop onto the second monitor. You need to ensure that both monitors on TESTKING-WS210 can display the Windows XP graphical user interface (GUI)

What should you do?

- A. Enable VGA support for the second adapter and list it in Device Manager.
- B. Disable VGA support for the second adapter and list in Device Manager.
- C. Disable VGA support for the second adapter and configure the resolution on the first adapter to 1024 x 768 or greater.
- D. Enable VGA support for the second adapter and configure it to use the same color depth as the first video adapter.

Answer: BExplanation: Both adapters must be listed in the Device Manager. And VGA support must be disabled on the second adapter to accommodate the use of multiple monitors.

Incorrect answers:**A:** VGA support should be disabled NOT enabled, on the second adapter to accommodate the use of multiple monitors.

C: There is no need to configure the display resolution on the first adapter. Each adapter can be configured to use any resolution. And furthermore the adapters can be configured differently.

D: The color depth for each adapter can be different.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 137

QUESTION NO: 2 You work as a systems administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

You use a laptop computer named TESTKING-WS171 to develop web-enabled applications. There is a port on TESTKING-WS171 where an external monitor can be attached. TESTKING-WS171 currently has a Trident XP display adapter.

You need to ensure that other users can observe the TESTKING-WS171 output on an external monitor while you work on the coding for the web-enabled application. You need to minimize the amount of administrative effort required to fulfill this task.

What should you do?

- A. Install a second video adapter card on TESTKING-WS171.
- B. Enable DualView for the external monitor.
- C. Install a dual-display driver for the display adapter in Device Manager.
- D. Disable VGA support for the external monitor.

Answer: B **Explanation:** With DualView enabled, you will be able to use two interfaces using the same display adapter to display different information. You need to navigate to the TESTKING-WS171 Display Property dialog box and go to the Settings tab. There you need to select the icon that represents the external monitor and select the "Extend my Windows desktop onto this monitor" option.

Incorrect answers: A: You do not need to install a second video adapter. The Trident XP adapter is capable of supporting the built-in TESTKING-WS171 monitor and an external monitor simultaneously. Installing a second video adapter would not be minimizing administrative effort.

C: The Trident XP adapter is capable of supporting the built-in TESTKING-WS171 monitor and an external monitor simultaneously. You do not need to install a dual-display driver. This would amount extra administrative effort.

D: There is no need to disable VGA support since the built-in TESTKING-WS171 monitor is always the primary monitor and the Trident XP adapter can support an external monitor.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 121

B: Install, configure, and troubleshoot a video adapter. (5 Questions)

QUESTION NO: 1 You work as a systems administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

You replace the video adapter card on a client computer named TESTKING-WS112. When you restart TESTKING-WS112, the New Hardware Wizard detects the new video adapter and installs the default drivers for the video adapter. However, you discover that you cannot change the screen resolution from 640x800 to a higher resolution.

You obtain the latest drivers for the video adapter card from the vendor's Web site and install it on TESTKING-WS112. However, when you restart the computer, the monitor displays a black screen and does not display the log on dialog box.

You need to remove the video adapter drivers on TESTKING-WS112 as quick as possible. What should you do?

- A. Restart TESTKING-WS112. Press F8 to enter the boot menu and select "Last Known Good Configuration" from the boot menu.
- B. Restart TESTKING-WS112. Press F8 to enter the boot menu and select "Safe Mode" from the boot menu. Then roll back the video adapter drivers in Device Manager.
- C. Restart TESTKING-WS112. Press F8 to enter the boot menu and select "Recovery Console" from the boot menu. Then restore the Registry.
- D. Restart TESTKING-WS112. Press F8 to enter the boot menu and select "VGA Mode" from the boot menu.

Answer: A **Explanation:** The Last Known Good Configuration stores the Registry and driver setting that were in place when the computer was last started successfully. Selecting this option will allow you to revert back to the last successful configuration and will allow the computer to restart successfully.

Incorrect answers: **B:** You can roll back the video adapter drivers by entering Safe Mode. This will allow you to revert back to the default video adapter drivers that were installed earlier. This will take longer than just selecting the Last Known Good Configuration as you would need to restart the computer again.

C: You can use the Recovery Console to restore the Registry. However, we have a driver problem here and not a Registry problem.

D: By default, VGA Mode is not enabled in Windows XP Professional. You need to enable VGA Mode first before you can select it.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 35-136

QUESTION NO: 2 You work as a desktop technician at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server.

You have just upgraded a Windows 98 client computer named TESTKING-WS271 to Windows XP Professional. However, when you restart TESTKING-WS271 you notice that the desktop colors do not appear properly. When you open the Display Properties page on TESTKING-WS271 you discover that the video adapter is using a 640x480 screen resolution with 16 colors. You also discover that you cannot change these settings.

You obtain the latest drivers for the video adapter card from the vendor's Web site and install it on TESTKING-WS271. However, when you restart the computer the desktop colors remain the same.

You need to change the desktop colors on TESTKING-WS271. What should you do?

- A. Open the Display Properties page on TESTKING-WS271 and configure the desired screen resolution and number of colors on the Settings tab.
- B. Open the Display Properties page on TESTKING-WS271 and configure the desired screen resolution and number of colors on the Appearance tab.
- C. Open the Display Properties page on TESTKING-WS271 and increase the dots per inch (DPI) setting by clicking the Advanced button on the Settings tab.
- D. Open the Display Properties page on TESTKING-WS271 and increase the dots per inch (DPI) setting on the Appearance tab.

Answer: A

Explanation: TESTKING-WS271 has a video adapter that is not supported by Windows XP Professional. Therefore the standard VGA driver has been installed. The standard VGA driver only supports a screen resolution of 640x480 with 16-bit color. Installing the appropriate video adapter drivers will allow you to manually change these screen resolution settings. You can do this on the Settings tab of the Display Properties page.

Incorrect answers:**B:** The screen resolution settings can be configured on the Settings tab of the Display Properties page, not the Appearance tab.

C, D: You cannot adjust the dots per inch (DPI) setting. This setting describes the physical characteristic of the monitor.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 136

QUESTION NO: 3 You work as a desktop technician at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server.

You have just upgraded a Windows 98 client computer named TESTKING-WS217 to Windows XP Professional. However, when you restart TESTKING-WS217 you notice that the desktop colors do not appear properly. When you open the Display Properties page on TESTKING-WS217 you discover that the video adapter is using a 640x480 screen resolution with 16 colors. You also discover that you cannot change these settings.

You need to change the screen resolution settings on TESTKING-WS217. What should you do?

- A. Restart TESTKING-WS217. Press F8 to enter the boot menu and select "Last Known Good Configuration" from the boot menu.
- B. On TESTKING-WS217, use Device Manager to roll back the video adapter drivers to the original Windows 98 drivers.
- C. Install the appropriate drivers from the vendor of the video adapter. Then configure the desired screen resolution and number of colors on the Settings tab of the Display Properties page.
- D. Open the Display Properties page on TESTKING-WS217 and increase the dots per inch (DPI) setting by clicking the Advanced button on the Settings tab.

Answer: C
Explanation: TESTKING-WS217 has a video adapter that is not supported by Windows XP Professional. Therefore the standard VGA driver has been installed. The standard VGA driver only supports a screen resolution of 640x480 with 16-bit color. Obtaining the appropriate video adapter drivers from the vendor of the video adapter card and installing them will allow you to manually change these screen resolution settings. You can do this on the Settings tab of the Display Properties page.

Incorrect answers:
A: The Last Known Good Configuration stores the Registry and driver setting that were in place when the computer was last started successfully. However, the computer has booted successfully, therefore the current settings will be stored as the Last Known Good Configuration.

B: The Windows 98 drivers are not compatible with Windows XP Professional. If they were, then original Windows 98 drivers would have been retained during the upgrade to Windows XP Professional.

D: You cannot adjust the dots per inch (DPI) setting. This setting describes the physical characteristic of the monitor.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 136

QUESTION NO: 4
You work as a help desk technician at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A TestKing.com user named Dean Austin uses a client computer named TESTKING-WS210. One day Dean Austin calls to complain that his desktop colors do not appear properly. Dean Austin informs you that the desktop appeared properly before he upgraded the video adapter on TESTKING-WS210. He also informs you that he installed the appropriate video adapter drivers as supplied by the vendor of the video adapter.

You need to assist Dean Austin in changing the screen resolution settings on TESTKING-WS210. What should you tell him to do?

- A. Restart TESTKING-WS210. Press F8 to enter the boot menu and select "Last Known Good Configuration" from the boot menu.
- B. On TESTKING-WS210, right-click the desktop and select Properties. Then click the Settings tab and configure the desired screen resolution and number of colors.

- C. On TESTKING-WS210, open the Control Panel and double-click the Display applet. Then click the Advanced tab and configure the desired screen resolution and number of colors.
- D. On TESTKING-WS210, open the Control Panel and double-click the Display applet. Then click the Advanced tab and increase the dots per inch (DPI) setting by clicking the Advanced button on the Settings tab.

Answer: B
Explanation: The appropriate video adapter drivers have been installed on TESTKING-WS210. Now we need to configure the screen resolution settings. We can do this on the Settings tab of the Display Properties page. This can be accessed by right-clicking the desktop and selecting Properties, or by opening the Display applet in Control Panel.

Incorrect answers:
A: The Last Known Good Configuration stores the Registry and driver setting that were in place when the computer was last started successfully. However, the computer has booted successfully, therefore the current settings will be stored as the Last Known Good Configuration.

C: The screen resolution settings can be configured on the Settings tab of the Display Properties page, not the Appearance tab.

D: You cannot adjust the dots per inch (DPI) setting. This setting describes the physical characteristic of the monitor.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 134

QUESTION NO: 5 You work as a help desk technician at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run either Windows XP Professional or Windows 98.

A TestKing.com user named Clive Wilson works on a Windows 98 client computer named TESTKING-WS19. The new TestKing.com policy states that all client computers are to be upgraded to Windows XP Professional. You upgrade Clive Wilson's TESTKING-WS19 client computer to Windows XP Professional. While performing the upgrade on TESTKING-WS19, you discover that the screen resolution is 640 x 480 and 16 colors.

To fully take advantage of the Windows XP Professional functionality Clive Wilson wants to view the background pictures and the GUI that Windows XP Professional makes available. Now you need to change the resolution and add more colors so as to enable Clive Wilson to take advantage of the Windows XP Professional functionality. However, you are unable to do so.

What should you do to enable Clive Wilson to view the background pictures properly?

- A. Install the original Windows 98 video card's driver.
- B. Restart TESTKING-WS19.
- C. Install the correct driver for the video card.
- D. Restart TESTKING-WS19 with the Last Known Good Configuration.

Answer: C
Explanation: In this case where the computer has been upgraded successfully but you are unable to modify screen resolution, it means that the original Windows 98 driver for the video card is incompatible with Windows XP Professional and that Windows XP Professional does not have the correct built-in driver. This means that installing the original video card driver will not work. You should rather be installing a Windows XP Professional version of the driver on TESTKING-WS19

Incorrect answers:
A: In this case where the computer has been upgraded successfully but you are unable to modify screen resolution, it means that the original Windows 98 driver for the video card is incompatible with Windows XP Professional and that Windows XP Professional does not have the correct built-in driver. This means that installing the original video card driver will not work.

B: Restarting TESTKING-WS19 would not enable you to change the desktop settings.

D: The Last Known Good Configuration stores the Registry and driver setting that were in place when the computer was last started successfully. However, the computer has been upgraded and this option will not address the problem as the previous configuration would include the same driver.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 137

Part 3: Configure Advanced Configuration Power Interface (ACPI)(3 Questions)

QUESTION NO: 1

You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. TestKing.com has 45 Sales Representatives that use identical portable computers when they travel to TestKing.com's major customers. Each portable computer has an 8 GB hard disk drive, a 1.2 GHz processor and 512 MB of RAM.

A TestKing.com Sales Representative named Rory Allen uses a portable client computer named TESTKING-WS119. One day Rory Allen complains that the battery on his computer ran out of power at a sales meeting. Rory Allen has consequently lost important information as he was unable to save a document before the battery ran out.

You decide to enable hibernation on TESTKING-WS119. You log on to TESTKING-WS119 as the local administrator but discover that the option to enable hibernation is not available.

You need to enable hibernation on TESTKING-WS119. What should you do?

- A. Enable Desktop Management Interface (DMI) support in the system BIOS.
- B. Use Add Hardware in Control Panel to install the Advanced Configuration and Power Interface (ACPI) HAL.
- C. Enable Advanced Power Management (APM) support in Control Panel and then enable hibernation support.
- D. Free up 512 MB of disk space on the system partition and enable hibernation in Power Options in Control Panel.

Answer: D
Explanation: Hibernation is not available because the computer does not have sufficient free disk space. The data held in memory (RAM) is written to the hard drive when the computer goes into hibernation. Therefore, the computer must have sufficient free disk space on its system partition. This free space must be equal to the amount of RAM on the computer.

Incorrect answers:
A: Hibernation is not available because the computer does not have sufficient free disk space. The data held in memory (RAM) is written to the hard drive when the computer goes into hibernation. Therefore, the computer must have sufficient free disk space on its system partition. Desktop Management Interface (DMI) support will not free up any hard disk space. The DMI generates a standard framework for managing and tracking components in a computer.

B:

Advanced Configuration and Power Interface (ACPI) combines power management with Plug-and-Play technology. Windows XP Professional will detect whether the computer is ACPI-compliant and will automatically install the appropriate Hardware Abstraction Layer (HAL).

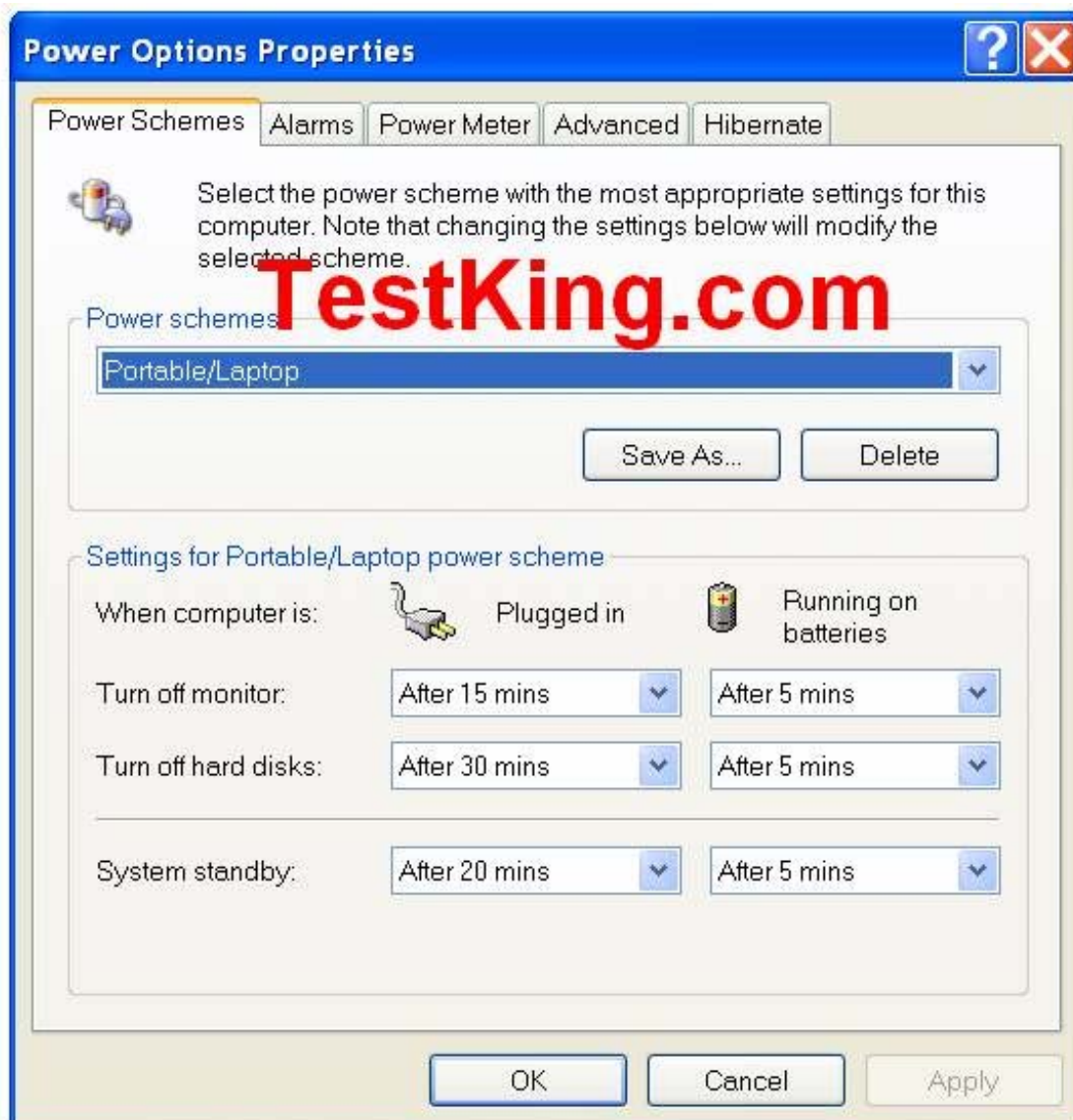
C: Advanced Power Management (APM) is an earlier version of Advanced Configuration and Power Interface (ACPI). Advanced Configuration and Power Interface (ACPI) is installed automatically when the operating system is installed and supports APM.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 139

QUESTION NO: 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. TestKing.com has 15 Sales Representatives that use Advanced Configuration and Power Interface (ACPI)-compliant portable computers when they travel TestKing.com's major customers.

A TestKing.com user named Clive Wilson works as a Sales Representative for TestKing.com. He has just been issued a new portable client computer named TESTKING-WS121. Clive Wilson wants to configure TESTKING-WS121 to go into hibernation after 15 minutes of inactivity but is unable to. When Clive Wilson opens the Power Options in Control Panel, he is presented with the Power Options Properties as shown in the Power Options exhibit.

Power Options exhibit:



You need to ensure that Clive Wilson can configure TESTKING-WS121 to go into hibernation after 15 minutes of inactivity.

What should you do?

- A. Enable Desktop Management Interface (DMI) support in the system BIOS of TESTKING-WS121.
- B. In Active Directory Users and Computers, add Clive Wilson's user account to the Power Users group.
- C. Enable Advanced Power Management (APM) support and instruct Clive Wilson to configure the required APM options on TESTKING-WS121.
- D. Free up additional disk space on the system partition and enable hibernation support on TESTKING-WS121.

Answer: D
Explanation: TESTKING-WS121 can be configured to go into hibernation only if hibernation is enabled on computer. Thus, you need to enable hibernation. To enable hibernation, the computer must have sufficient free disk space on its system partition. This free space must be equal to the amount of RAM on the computer as the data held in memory (RAM) is written to the hard drive when the computer goes into hibernation.

Incorrect answers:
A: Hibernation is not available because the computer does not have sufficient free disk space. The data held in memory (RAM) is written to the hard drive when the computer goes into hibernation. Therefore, the computer must have sufficient free disk space on its system partition. Desktop Management Interface (DMI) support will not free up any hard disk space.

B: Adding Clive Wilson to the Power Users group will not ensure that he can enable hibernation. Hibernation needs to be enabled and configured on the local computer and does not require permissions.

C: Advanced Power Management (APM) is an earlier version of Advanced Configuration and Power Interface (ACPI) and would only be required if the computer is not ACPI-compliant.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 139

QUESTION NO: 3 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com has just hired a new Sales Representative named Mia Hamm. You issue Mia Hamm with a Windows XP Professional portable client computer named TESTKING-WS218. Mia Hamm will use TESTKING-WS218 in the office and when traveling to TestKing.com's major customers.

Mia Hamm complains that she is unable to configure TESTKING-WS218 to go into hibernation after 10 minutes of inactivity. She reports that she is unable to configure the appropriate setting in the Power Options Properties page and that the Power Options Properties page has no Hibernate tab.

You suspect that the system BIOS on TESTKING-WS218 is not Advanced Configuration and Power Interface (ACPI)-compliant. You download the latest BIOS update from the vendor's Web site and successfully update the system BIOS on TESTKING-WS218. However, when you attempt to restart TESTKING-WS218, the boot process stops prematurely and the computer stops responding.

You need to ensure that TESTKING-WS218 starts properly and that Mia Hamm can configure TESTKING-WS218 to go into hibernation after 10 minutes of inactivity.

What should you do?

- A. Start TESTKING-WS218 in Safe Mode and replace the Hardware Abstraction Layer (HAL) in Device Manager.
- B. In Active Directory Users and Computers, add Mia Hamm's user account to the Power Users group.
- C. Enable Advanced Configuration and Power Interface (ACPI) support in the system BIOS on TESTKING-WS218 and instruct Mia Hamm to configure the required ACPI options.
- D. Rerun the Windows XP Professional Setup utility and then enable hibernation on TESTKING-WS218.

Answer: D

Explanation: Advanced Configuration and Power Interface (ACPI) combines power management with Plug-and-Play technology. Windows XP Professional will detect whether the system BIOS is ACPI-compliant and will automatically install the appropriate Hardware Abstraction Layer (HAL). However, updating the system BIOS to support ACPI will result in a hardware change and a HAL mismatch. This will result in a stop error and the computer will not boot properly. You must run the Windows XP Professional Setup utility to ensure that the correct HAL is installed. This will ensure that the computer can restart properly. Thereafter you can enable hibernation on the Power Option Properties page.

Incorrect answers:**A:** The boot process on TESTKING-WS121 stops prematurely, hence we may not be able to boot to Safe Mode. In addition, we should not replace the HAL in Device Manager as Device Manager does not detect the appropriate HAL that needs to be installed.

B: Adding Mia Hamm to the Power Users group will not ensure that the computer will restart properly and will not ensure that she can enable hibernation.

C: Advanced Configuration and Power Interface (ACPI) combines power management with Plug-and-Play technology. Windows XP Professional will detect whether the computer is ACPI-compliant and will automatically install the appropriate Hardware Abstraction Layer (HAL). Thus there would be no reason to enable or disable ACPI support. Enabling ACPI will also not ensure that the computer can restart properly.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 141

Part 4: Implement, manage, and troubleshoot input and output (I/O) devices.

A: Monitor, configure, and troubleshoot I/O devices, such as printers, scanners, multimedia devices, mouse, keyboard, and smart card reader. (2 Questions)

QUESTION NO: 1You work as a systems administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A client computer named TESTKING-WS215 is configured to use an external fax modem. The fax modem is configured to send and receive faxes. You install a new application on TESTKING-WS215 which resulted in modifications to the configuration settings. Due to these configuration modifications TESTKING-WS215 is no longer able to send and receive faxes from another workstation.

Your job requires that you must be able to send and receive faxes using TESTKING-WS215. You need to configure TESTKING-WS215 to send and receive faxes. You open the fax console. However, you then notice that the options for sending and receiving faxes are not available.

What should you do?

- A. Configure the fax modem using the Fax Configuration Wizard to send and receive faxes.
- B. Restart the fax modem on TESTKING-WS215.
- C. Configure the Fax service to start automatically, and then start the FAX service.
- D. Grant you user account the Allow - Full Control permission on the fax printer driver while logged on as a local administrator.

Answer: A
Explanation: To be able send and receive faxes, you should try to send a fax as this would automatically start the Fax Configuration Wizard which in turn will allow you to configure the appropriate settings to configure the modem to send and receive faxes.

Incorrect answers:
B: Restarting the fax modem does not open the Fax Configuration Wizard nor will it permit you to send a fax.

C: Automatically starting the fax service does not result in reconfiguring the modem to send faxes and thus will not address the problem.

D: Granting permissions is not the solution since the permissions will not configure the modem.

Reference: Melissa Craft & Don Poulton, Exam Prep 2: Windows XP Professional, Que Publications, Indianapolis, 2005, Chapter 8

Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 146

QUESTION NO: 2

You work as a systems administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

You are assigned a client computer named TESTKING-WS15. TESTKING-WS15 is a laptop with built-in support for Infrared Data Association (IrDA) devices. Your manager, Clive Wilson makes use of another laptop named TESTKING-WS16 which also has Built-in IrDA support. Clive Wilson must be able to access and read your files in a shared folder. You need to configure TESTKING-WS15 to enable Clive Wilson to read files in a shared folder on TESTKING-WS16.

What should you do?

- A. Map a network drive between TESTKING-WS15 and TESTKING-WS16 using the Add or Remove Programs Wizard in the Control Panel.
- B. Map a network drive between TESTKING-WS15 and TESTKING-WS16 using the New Connection Wizard in Network Connections.
- C. Map a network drive between TESTKING-WS15 and TESTKING-WS16 using the Wireless Link Applet in the Control Panel.
- D. Map a network drive between TESTKING-WS15 and TESTKING-WS16 using the Add Hardware Wizard in Control Panel.

Answer: B
Explanation: The New Connection Wizard provides you with the option to "Connect directly to another computer". This option will allow you to configure TESTKING-WS15 as the Guest and then you should select the IrDA port in the "Select a Device" box. A corresponding connection must be created on TESTKING-WS16 as the Host to complete the connection between the two.

Incorrect answers:A: This utility is not used to map drives to other computers. Besides the two computers has built-in IrDA support.

C: This utility is used to initiate a transfer of files, but you still need to map a network drive between the two computers using the New Connection Wizard utility.

D: This utility is not used to map drives to other computers. Besides the two computers has built-in IrDA support.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 148

B: Monitor, configure, and troubleshoot multimedia hardware, such as cameras(1 Question)

QUESTION NO: 1 You work as a systems administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

The TestKing.com marketing department consists of many users that make use of digital imaging when developing marketing materials for TestKing.com. The Marketing department uses Microsoft Picture It (Version 2.0) as well as Microsoft Photo Draw 2000 to manage the marketing images. Due to there being so many users in the marketing department, they use three different types of digital cameras to capture their digital images. All the digital cameras in use support the TWAIN standard.

You have been commissioned to dedicate a client computer named TESTKING-WS19 for the storage and management of the digital images generated by the Marketing department. You need to ensure that you accommodate all the cameras and applications used by the Marketing users.

How many TWAIN drivers should you install on TESTKING-WS19 to achieve this goal?

- A. One
- B. Two
- C. Three
- D. Four

Answer: C Explanation: You should install three different drivers, one for each of the different types on cameras in use by the Marketing department.

Incorrect answers: **A: One** driver would be insufficient because then you would not accommodate all the digital cameras in use.

B: Two drivers would still be insufficient to accommodate three different types of digital cameras.

D: There is no need to install four drivers or more for that matter. You do not need a driver for the applications as well, but only for the cameras.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 149

C:Install, configure, and manage modems. (3 Questions)

QUESTION NO: 1 You work as a systems administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. TestKing.com consists of a head office with several branch offices. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A TestKing.com user named Amy Walsh uses a client computer named TESTKING-WS213. You install a modem on TESTKING-WS213. You then configure a connection to a remote access server at the TestKing.com head office. However, Amy Walsh complains that she is unable to establish a connection to the remote access server as the phone call will not complete successfully. You need to enable logging on TESTKING-WS213 for the Point-to-Point Protocol (PPP) to gain information as to why the connection fails.

What should you do?

- A. Enable logging by changing the properties of the connection.
- B. Enable logging through the NetShell utility (netsh.exe)
- C. Enable logging by changing the properties of the modem.
- D. Enable logging through the Registry Editor.

Answer: B **Explanation:** The Netsh.exe works with dynamic link libraries (DLLs) to manage various networking services. You can use the remote access server DLL to enable PPP logging. The correct syntax would be "netsh set ras tracing" to turn on logging since PPP logging is disabled by default.

Incorrect answers: A: Changing the properties of the connection does not result in enabling PPP logging. This setting is used to configure redialing options and network protocol settings as well as enabling ICS and ICF.

C: Changing the properties of the modem will not result in logging to be enabled. You can only configure the maximum port speed and speaker volume settings, and update or roll back the modem driver and run queries to test the modem.

D: It is possible to enable logging through the Registry Editor; however it should NOT be used if there is an alternative available.

QUESTION NO: 2 You work as a systems administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A TestKing.com user named Kara Lang uses a laptop computer named TESTKING-WS210 when she travels. TESTKING-WS210 has a PCMCIA modem/LAN card that occupies both slots. Kara Lang uses TESTKING-WS210 to dial in to a Routing and Remote Access server (RRAS) to check her e-mail, transmit sales reports and submit small print jobs to the TestKing.com network printers.

However, Kara Lang complains that she is experiencing connectivity problems. TESTKING-WS210 disconnects frequently while she is downloading her reports. You need to ensure that TESTKING-WS210 will maintain a connection to the TestKing.com network.

What should you do?

- A. Delete the COM port device then recreate it in Device Manager.
- B. Verify that the PCMCIA slot has been enabled through TESTKING-WS210's BIOS.
- C. Reconfigure the Flow control setting from hardware to Xon/Xoff in the modem's Default Preferences.
- D. Add the AT&&F1 alternate modem initialization string to the existing modem Advanced properties.

Answer: C **Explanation:** For TESTKING-WS210 to maintain connectivity, you need to change the flow control to Xon/Xoff to allow the modem to stop receiving data when the buffer is full instead of dropping the line.

Incorrect answers: **A:** Following this option will allow you to create a default instance of the modem which will not solve the problem of maintaining the connection.

B: There is no need to verify that the slot has been enabled since the modem can establish a connection. The problem is maintaining the connection.

D: The AT&&F1 alternate modem setting will restore factory settings and this option should thus not matter since the settings should already be factory.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 154

QUESTION NO: 3 You work as a network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

You are in the process of installing a fax modem on a client computer named TESTKING-WS211 for a TestKing.com user named Amy Walsh. Amy Walsh needs to be able to connect to TESTKING-WS211 from her laptop computer when traveling to comply with her job requirements. You plan to use the Network Connection Wizard to create a connection that will support incoming calls.

You also need to ensure that the fax modem on TESTKING-WS211 can be used for incoming dial-up networking connections while permitting incoming and outgoing fax transmissions.

What should you do?

- A. Configure the fax service to wait for the fourth ring to answer incoming calls.
- B. Configure the fax modem to support adaptive answer.
- C. Configure the fax service to log on with a user account other than the local system account.
- D. Configure Internet Connection Sharing (ICS).

Answer: B **Explanation:** You need to ensure that the fax modem will support adaptive answer. If adaptive answer is not supported then you should disable the fax service on the modem to be able to receive a remote access incoming connection.

Incorrect answers: A: The only task you will accomplish when following this option is to buy time to answer the call manually.

C: One follows this option when one wants to forward an incoming fax to another destination. This is not what is required in this case.

D: ICS is used to allow an incoming connection to be shared by multiple computers on a local area network. This is not what is required in this case.

D: Install, configure, and manage Infrared Data Association (IrDA) devices (3 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Kara Lang is the manager of the Marketing department. She uses a client computer named TESTKING-WS274 and a personal digital assistant (PDA) named TestKing-PD12. TestKing.com has purchased a portable infrared printer that Kara Lang will use during presentations to potential TestKing.com clients. TestKing.com has also purchased an IrDA transceiver that will be installed on TESTKING-WS274 so that Kara Lang can also use the infrared printer in the office.

You need to install the transceiver and configure the infrared printer. You attach the IrDA transceiver to the serial port on TESTKING-WS274. What should you do next?

- A. Use the Add Hardware wizard to install the IrDA transceiver and then configure the infrared printer using the Wireless Link applet in Control Panel.
- B. Use the Found New Hardware wizard to install the IrDA transceiver and then configure the infrared printer using Device Manager.
- C. In the system BIOS, change the mode of the serial port to IrDA. Then configure the infrared printer using the Wireless Network Setup wizard.
- D. Enter Setup mode and change the mode of the serial port to IrDA. Use the Add Hardware wizard to install the IrDA transceiver and then configure the infrared printer using Device Manager.

Answer: A **Explanation:** You must use the Add Hardware wizard to install a transceiver that is attached to a serial port as it will not be detected automatically.

Incorrect answers: B: Windows XP does not detect infrared devices automatically. Therefore the Found New Hardware wizard will not run. You must use the Add Hardware wizard to install the transceiver. Furthermore, you should configure the infrared device in the Wireless Link applet and not Device Manager.

C: You should only configure the serial port as IrDA for internal devices. Configuring the serial port as IrDA for an external device will disable the serial port. This should be done in Setup mode for the computer and not in the system BIOS. Furthermore, you should configure the infrared device in the Wireless Link applet in Control Panel and not the Wireless Network Setup wizard

D: You should only configure the serial port as IrDA for internal devices. Configuring the serial port as IrDA for an external device will disable the serial port. Furthermore, you should configure the infrared device in the Wireless Link applet in Control Panel and not Device Manager.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 148

QUESTION NO: 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A user named Rory Allen works as a sales representative at TestKing.com. Rory Allen uses a client computer named TESTKING-WS219 as well as a personal digital assistant (PDA) named TestKing-PD16. Rory Allen has received a portable infrared printer that he will use in conjunction with TESTKING-PD16 when making presentations to potential TestKing.com clients. Rory Allen will attach an IrDA transceiver to the serial port on TESTKING-WS219 so that he can use the infrared printer in the office as well.

Rory Allen has attached the IrDA transceiver to the serial port on TESTKING-WS219 but complains that he does not have sufficient permissions to install the device using the Add Printer wizard. You need to ensure that Rory Allen can install the IrDA print device on TESTKING-WS219. You also need to ensure that Rory Allen does not receive too much permissions. What should you do?

- A. Add Rory Allen to the local Power Users group on TESTKING-WS219.
- B. Add Rory Allen to the Print Operators group for the testking.com domain.
- C. Add Rory Allen to the global Domain Admins group for the testking.com domain.
- D. Add Rory Allen to the local Administrators group on TESTKING-WS219.

Answer: D

Explanation: You must be a member of the local administrators group to run the Add Printer wizard. Furthermore, when installing an infrared printer, an infrared (IR) port must be specified. However, when an IrDA transceiver is used, Windows XP Professional does not add an IR port automatically. In such an event, you must add the IR port manually. You need to be a member of the local Administrators group to manually add an IR port. Thus, adding Rory Allen to the local Administrators group on TESTKING-WS219 will allow him to install the infrared printer.

Incorrect answers:**A:** Member of the local Power Users group can add, delete and manage local printers but they cannot add printer port.

B: The Print Operators group can manage printers and documents but they cannot create printers or add printer ports to local computers.

C: Members of the global Domain Admins group is automatically added to local Administrators group. Thus adding Rory Allen to the global Domain Admins group will allow him to run the Add Printer wizard and install the infrared printer. This will, however, provide him with too much permissions. Rory Allen only needs to be added to the local Administrators group.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 148

QUESTION NO: 3 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Amy Wash is the manager of the Marketing department. Amy Walsh uses a client computer named TESTKING-WS270. TESTKING-WS270 contains an external RAID device that hosts folder named MKDocs. One day Amy Wash reports that she cannot access data in the MKDocs folder. You log on to TESTKING-WS270 and discover that the volume that hosts the external RAID device is marked as missing. You also notice that no RAID controller is listed in Device Manager. You discover that the RAID controller was switched off. However, when you switch on the RAID controller, it still does not appear in Device Manager. You need to ensure that Amy Walsh can access the data in the MKDocs folder.

What should you do?

A. In Disk Management on TESTKING-WS270, rescan the disks.

- B. In Device Manager on TESTKING-WS270, scan for hardware changes.
- C. Initialize the disks in the RAID device as dynamic disks.
- D. In Disk Management on TESTKING-WS270, select the option to repair the volume on the RAID device.

Answer: B
Explanation: Plug-and-play devices configure and install themselves automatically. When you switch off the device, the operating system will uninstall the device automatically. You need to scan for the hardware device.

Incorrect Answers:
A: Rescan the disks in the Disk Management would not bring the device online. You need to add the device to the system. The RAID controller must first be detected and then installed.

C: A RAID device implements a RAID configuration through hardware. That's why the RAID device appeared in the Disk Management as a dynamic device. It does not need to be initialized.

D: Repair Volume command will only repair software RAID.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 148

E: Install, configure, and manage wireless devices. (3 Questions)

QUESTION NO: 1 You work as a network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com consists of a head office with several branch offices world wide. You work at the head office. The TestKing.com users all make use of laptop computers that are kept up to date with the most recent service packs that are available. You have been commissioned to set up a wireless local area network (WLAN) to accommodate the many users from the branch offices to enable them to connect to the corporate network when they visit the head office.

You decide to use a Microsoft Windows 2000 Server computer named TESTKING-SR12. TESTKING-SR12 has Routing and Remote Access enabled. You create a separate Internet Protocol subnet and install a Wireless Access Point. You configure TESTKING-SR12 as a Virtual Private Network (VPN) server. Since all the visiting TestKing.com users are wireless access clients, you decide to use a Remote Access Dial In User Authentication Service (RADIUS) server as the authentication server. You now need to decide on the appropriate authentication.

What should you use as authentication method?

- A. Challenge Handshake Authentication Protocol (CHAP)
- B. Internet Connection Sharing (ICS)
- C. Extensible Authentication Protocol - Transport Layer Security (EAP-TLS)
- D. Extensible Authentication Protocol - Message Digest 5 (EAP-MD5)

Answer: C
Explanation: EAP-TLS is capable of supporting the generation of an encryption key during the authentication process itself. And furthermore, EAP-TLS is used to support secure access for wireless clients. It has been mentioned in the question that all visiting TestKing.com users make use of laptop computers and the TestKing.com network consists of Windows XP Professional workstations.

Incorrect answers:A: CHAP does not support encryption and can thus not be used.

B: ICS is not an authentication protocol.

D: Using EAP-MD5 would not be advisable since EAP-TLS is enabled by default on Windows XP Professional clients and is needed to authenticate wireless clients.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 689

QUESTION NO: 2
You work as a network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com consists of a head office and a branch office. You work at the head office. The TestKing.com Research and Development users all make use of laptop computers that are kept up to date with the most recent service packs that are available. The branch office makes use of a DSL modem to connect to the Internet. This DSL modem is connected to a Windows XP Professional client computer named TESTKING-WS13.

The branch office users make use of a virtual private network (VPN) connection to access resources hosted by the head office. TESTKING-WS13 is configured with Internet Connection Sharing (ICS) and the network adapter's IP address is set at 192.168.2.1/24

The Research and Development users at the branch office use wireless network adapters to share files between the client computers. They also require access to the VPN connection so as to share files with the head office. You install a wireless adapter in TESTKING-WS13 and configure it with the appropriate settings for a wireless LAN. However, the Research and Development department users report that they are unable to connect to resources in the branch office while the wired users do not experience any connectivity problems. You need to ensure that the Research and Development users can also access the VPN.

What should you do?

- A. The wireless network connection on TESTKING-WS13 should be configured to use 192.168.2.0/24 as IP address.
- B. First disable then re-enable the Internet Connection Sharing (ICS) on TESTKING-WS13.
- C. Create a network bridge between the wired and wireless connections on TESTKING-WS13.
- D. Uncheck the "allow other network users to control or disable the shared Internet connection" check box in the VPN connection's advanced properties.

Answer: C
Explanation: You can create a network bridge which will allow you to use TESTKING-WS13 to have more than one network adapter to act as a bridge so as to connect the different LAN segments - in this case the wired and the wireless network segments.

Incorrect answers:
A: It is not the IP address that needs to be changed. This will not address the issue of non-connectivity of the wireless network segment.

B: Disabling and then enabling ICS will not address the problem of non-connectivity.

D:

You need a network bridge to allow both network segments to be connected since they are two different types of network technologies, and not "permissions" to be taken away.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 413

QUESTION NO: 3 You work as a network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

You are currently installing wireless network adapter cards on ten client computers. Four of the ten client computers have Service Pack 1 installed. You have set up an Access Point (AP) and now need to configure wireless networking on each of the ten client computers to use infrastructure mode.

Since six of the ten client computers do not have Service Pack 1 installed while the rest have Service Pack 1 installed, you find that you can only set up authentication through the Authentication tab in the Wireless Network Connection Properties dialog box on the six client computers which do not have Service Pack 1 installed. The other four client computers do not have the Authentication tab available in the Wireless Network Connection Properties dialog box.

Where will you find the appropriate location to set up authentication on the four client computers that have Service Pack 1 installed?

- A. The Properties dialog box
- B. The General tab
- C. The Wireless Networks dialog box
- D. The Advanced tab

Answer: A **Explanation:** On computers running without Service Pack 1, you can set up authentication in the Authentication tab that is available in the Wireless Network Connection Properties dialog box. However, with Service Pack 1 installed on a Windows XP Professional client computer, you use the Properties dialog box for each preferred network instead of using an Authentication tab.

Incorrect answers:

B: The General tab is available both before and after Service Pack 1 application, though it is not used for setting up authentication.

C: This setting is also available both before and after Service Pack 1 application, but it is only available for a wireless adapter that supports Wireless Zero Configuration.

D: This tab, available both before and after Service Pack 1 application is used to enable or disable support of ICS and ICF, not for setting up authentication.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 148

F: Install, configure, and manage USB devices. (2 Questions)

QUESTION NO: 1 You work as a systems administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

You have been assigned a TestKing.com trainee technician. You manage a client computer named TESTKING-WS14. TestKing.com policy states that all peripherals are Universal Serial Bus (USB) devices. TestKing.com recently acquired a bus-powered USB hub. Your trainee wants to know which devices can be plugged into the bus-powered USB hub.

How will you respond?

- A. Disk drive
- B. Mouse
- C. Printer
- D. Keyboard

Answer: B, D Explanation: A keyboard and a mouse, because they only draw up to 100 milliampere (mA) of power to be functional and a bus-powered USB hub is capable of supporting up to 100 mA of power per port.

Incorrect answers: **A:** A disk drive requires up to 500 mA of power. Thus a bus-powered USB hub cannot support it.

C: A printer might require 500 mA of power making it impossible for a bus-powered USB hub to support.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 149

QUESTION NO: 2You work as a systems administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

You have been assigned a TestKing.com trainee technician. You manage a client computer named TESTKING-WS14. TestKing.com policy states that all peripherals are Universal Serial Bus (USB) devices. TestKing.com recently acquired a self-powered USB hub. Your trainee wants to know which devices can be plugged into the self-powered USB hub, but not into a bus-powered USB hub.

How will you respond?

- A. Disk drive
- B. Mouse
- C. Printer
- D. Keyboard

Answer: A, C**Explanation:** A disk drive and a printer, because they only draw up to 500 milliampere (mA) of power to be functional and a bus-powered USB hub is capable of supporting only up to 100 mA of power per port where as the self-powered USB hub, because it uses an external Alternating Current (AC) adapter, can support up to 500 mA per port.

Incorrect answers:B: A mouse requires up to 100 mA of power. Thus a bus-powered USB hub can also support it.

D: A keyboard only requires up to 100 mA of power. Thus a bus-powered USB hub can also support it.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 149

G: Install, configure, and manage hand held devices. (1 Question)

QUESTION NO: 1

You work as a systems administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A TestKing.com user named Mia Hamm uses a client computer named TESTKING-WS210. TESTKING-WS210 has a built-in infrared transceiver. Mia Hamm also synchronizes her Pocket PC with TESTKING-WS210. You install a program from the vendor of a digital still camera on TESTKING-WS210 to enable her to download images from the camera. However, Mia Hamm complains that she is unable to download images from the camera onto TESTKING-WS210.

What should you do?

- A. Disable the Infrared networking (IrNET) protocol.
- B. Disable the ActiveSync protocol
- C. Disable Infrared File Transfer (IrXfer)
- D. Disable Infrared image transfer (IrTran-P)

Answer: D
Explanation: IrTran-P should be disabled. Since TESTKING-WS210 runs Windows XP, it will use IrTran-P to receive images from a digital camera by default. In this case you are using a program from the cameras vendor to download images which means that you do not require this protocol.

Incorrect answers:
A: There is no need to disable IrNET since this protocol is used to allow computers in a wireless network to communicate directly with each other.

B: Since Mia Hamm also synchronizes her Pocket PC with TESTKING-WS210 it means that ActiveSync is enabled and in use already. If you disable ActiveSync then Mia Hamm will not be able to synchronize her Pocket PC with TESTKING-WS210.

C: There is no need to disable IrXfer. IrXfer is used to transfer files between computers over a wireless link.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 128

H: Install, configure, and manage network adapters (2 Questions)

QUESTION NO: 1 HOTSPOT

You work as the network and server administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

You have been assigned a client computer named TESTKING-WS23 to carry out your duties. TESTKING-WS23 is a Windows XP Professional computer that has Client Services for NetWare (CSNW) installed to allow you to access files on a NetWare server. However, you noticed that it takes much longer to connect to a Windows 2000 Server by means of the server's Universal Naming Convention (UNC) name than prior to the installation of CSNW.

You need to ensure that TESTKING-WS23 searches the network resources by using TCP/IP first and then NWLink.

What should you do?

Select the appropriate menu item or applet to effect the necessary configuration changes from the exhibit below.



Answer:



Explanation: The Advanced menu in the Network Connections dialog box will allow you the appropriate location to effect the necessary configuration changes. From the Advanced menu navigate to Advanced Settings to access the Advanced Settings dialog box. Then select TCP/IP in the list of protocols under File and Printer Sharing for Microsoft Networks. Now use the up arrow to move TCP/IP to the top of the bindings list.

On the Provider Order tab in the Advanced Settings dialog box ensure that the Microsoft Windows network is at the top as well.

Incorrect answers: The Local Area Connection applet only allows you to modify configuration settings for the protocols and services bound to the network adapter card used for the LAN connection.

The

Tools menu is used to map and disconnect network drives and to modify folder options for the Network Connections folder.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 390

QUESTION NO: 2 HOTSPOT You work as an organizational unit (OU) administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. TestKing.com company policy states that all departments have their own OUs. These OUs should contain the user accounts as well as the computer accounts for the client computers of the users in the respective departments. All client computers run Windows XP Professional.

Your job description is to manage the OU used for the Marketing department. Your domain user account is a member of a global security group named Marketing OU-Admins, which in turn is a member of the Administrators group on all the client computers in the Marketing department. One of the client computers in the Marketing department named TESTKING-WS230 has a non-plug-and-play network interface card (NIC) installed. You need to replace the non-plug-and-play NIC with a plug-and-play NIC.

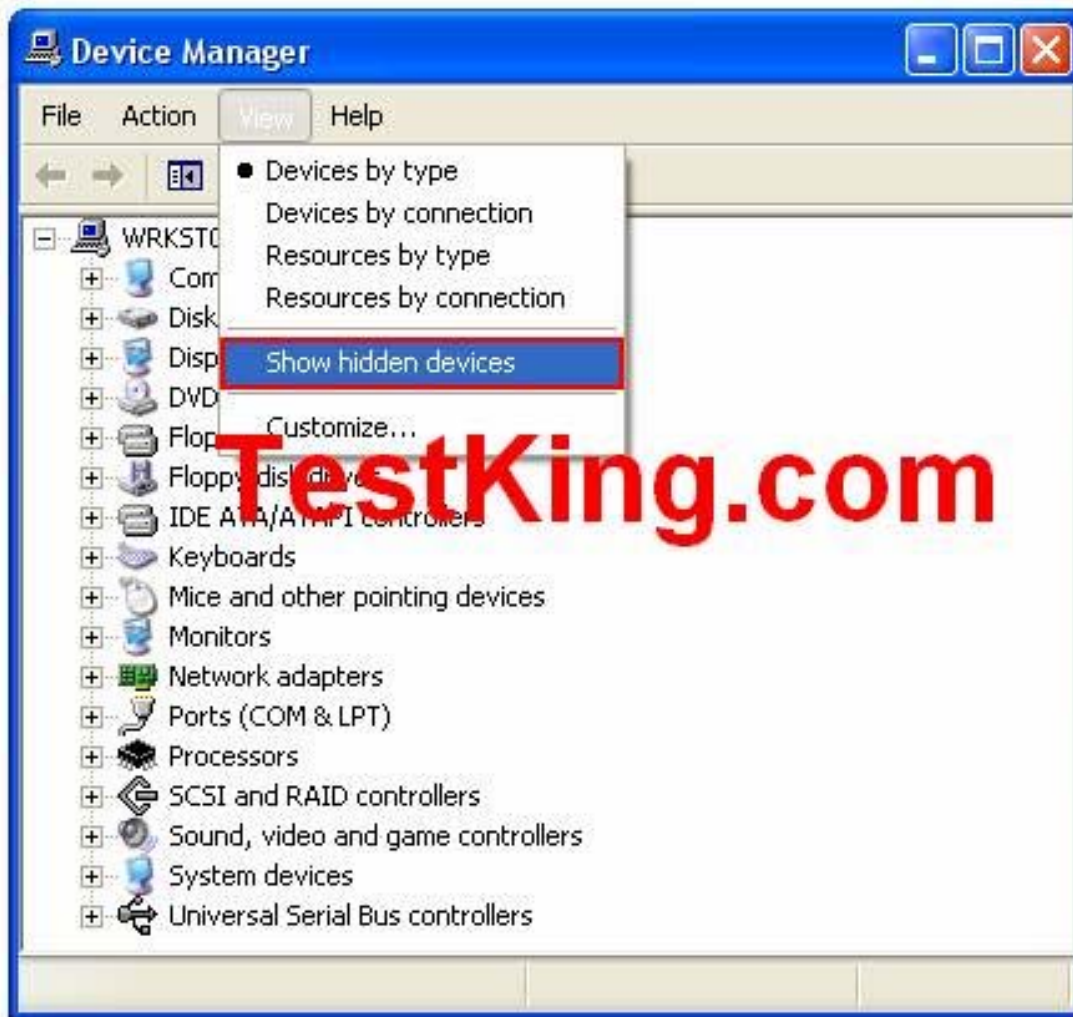
You find that the existing non-plug-and-play NIC is integrated into the TESTKING-WS230 motherboard which makes it impossible for you to remove it.

What should you do?

Select the appropriate option to disable the driver for the NIC from the exhibit below.



Answer:



Explanation: By default the Device Manager does not display the drivers for non-plug-and-play devices. You should thus select the Show Hidden Devices option located under the View menu. Only then will you be able to see the installed non-plug-and-play drivers under the Details pane displayed under the Non-Plug and Play Drivers node. Only now will you be able to access the Driver tab in the driver's Properties dialog box to disable the driver.

Incorrect answers:

Resources by Type displays a note in the Details pane for each resource. These details include the direct memory access, input and output, IRQ as well as memory that when expanded it will display the devices that use resources of that type.

Devices by Connection

is used to group devices by the type of connection that they use.

Resources by Connection is used to display a node in the Details pane for each resource that when expanded will display the connections that use resources of that type.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 396

Part 5: Manage and troubleshoot drivers and driver signing(3 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A client computer named TESTKING-WS218 has a USB tape drive that is used for backup purposes. The vendor of the tape drive releases an updated device driver for the tape drive. The updated device driver file is named TDUpdate.msi. The new device drivers extend the features supported by the tape drive.

You want to make use of the extended features that the new device drivers make available on the tape device. You need to update the device drivers for the tape drive. You want to be able to roll back the device driver if device driver problems occur. You download the TDUpdate.msi file from the vendor's Web site.

What should you do next?

- A. Open the Device Manager on TESTKING-WS218. Then right-click the tape drive device and select the Update Driver option.
- B. Use the Windows Installer service to update the device driver for the tape drive.
- C. Copy the TDUpdate.msi file to the systemroot\Windows\Drivers folder.
- D. Use the Add Hardware Wizard to detect and install the new device drivers.

Answer: B **Explanation:** The question states that the driver file is an msi file. .msi files are installed using the Windows Installer service.

Incorrect answers: **A:** The driver file is an msi file. The file or files contained within the msi file would need to be extracted before we could use this method to install the driver.

C: Copying the TDUpdate.msi file to the systemroot\Windows\Drivers folder will not install the driver.

D: The Add Hardware Wizard is used to add new hardware devices that are not fully Plug-and-Play-complaint to the computer. It does not detect new drivers for existing hardware.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 129

QUESTION NO: 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A TestKing.com user named Amy Walsh uses a client computer named TESTKING-WS210. Amy Walsh is in the process of upgrading a multimedia device on TESTKING-WS210. However, Amy Walsh complains that she cannot install the drivers for the multimedia device. When she attempts to install the drivers using the Add Hardware applet in Control Panel, she receives an error message stating that unsigned drivers cannot be installed. You log on to TESTKING-WS210 using a non-administrative user account. You open the Driver Signing Options dialog box on TESTKING-WS210 but notice that the option to ignore file signature verification is disabled.

You need to allow Amy Walsh to install the drivers for the multimedia device. You do not want to give Amy Walsh more permissions than those she requires to perform her duties. What should you do?

- A. Make Amy Walsh a member of the local Administrators group and instruct her to enable the driver signing option to ignore file signature verification.
- B. Make Amy Walsh a member of the Power Users group and instruct her to enable the driver signing option to ignore file signature verification.
- C. Log on using your administrative credentials and enable the driver signing option to ignore file signature verification.
- D. Log on as the local Administrator and enable the driver signing option to ignore file signature verification.

Answer: D

Explanation: Only the local Administrators group can change the driver signing options from block installation of unsigned files. For all other users the options to warn or ignore unsigned drivers are disabled. You should thus log on as the local Administrator. You will then be able to select the warn or ignore driver signing option.

Incorrect answers:
A: Making Amy Walsh a member of the local Administrators group would allow her to change the driver signing options but it will also provide her with more than the necessary permissions she would require to perform her work duties.

B: Members of the Power Users group cannot change the driver signing options. Only members of the local Administrators group can. Furthermore, making Amy Walsh a member of the Power Users group will provide her with more permissions than what she would require to perform her work duties.

C: If your domain Administrator account is not a member of the local Administrators group on TESTKING-WS210, you will not be able to change the driver signing options. Only members of the local Administrators group are able to change the driver signing options.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 130

QUESTION NO: 3 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Testking.com has purchased three new USB scanners. You must install a new USB scanner on three client computers named TESTKING-WS270, TESTKING-WS271, and TESTKING-WS272. You successfully install a scanner and its device drivers on TESTKING-WS270 and TESTKING-WS271. However, when you attempt to install a scanner and its device drivers on TESTKING-WS272, you receive an error message stating that the drivers cannot be installed. You want to be able to install the scanner on TESTKING-WS272 using the same drivers as on TESTKING-WS270 and TESTKING-WS271.

What should you do?

- A. Download the latest drivers for the scanner and install it on TESTKING-WS270, TESTKING-WS271, and TESTKING-WS272.
- B.

Configure TESTKING-WS270, TESTKING-WS271, and TESTKING-WS272 to block any drivers that are not digitally signed.

- C. Configure TESTKING-WS272 to display a warning when installing drivers that are not digitally signed.
- D. Use the Add Hardware Wizard on TESTKING-WS272 to install the scanner.

Answer: C
Explanation: The Driver Signing Options on TESTKING-WS272 are set to block the installation of unsigned drivers but on TESTKING-WS270 and TESTKING-WS271 they are set to warn or ignore unsigned drivers. You must configure the Driver Signing options on TESTKING-WS272 to also warn or ignore driver signing. This will allow you to install the drivers on TESTKING-WS272.

Incorrect answers:
A: The Driver Signing Options on TESTKING-WS272 are set to block the installation of unsigned drivers. In all probability, the latest drivers would also be unsigned and its installation would also be blocked.

B: Setting the Driver Signing option to block would prevent you from installing drivers that are not digitally signed. This is currently the problem on TESTKING-WS272.

D: USB devices would be detected automatically once they are attached to the system and the Found New Hardware Wizard will appear. The Add Hardware wizard is only used when the new device is not detected automatically. Furthermore, the Add Hardware wizard will not override or ignore the Driver Signing option, which is currently set to block the installation of unsigned drivers.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 129

Part 6: Monitor and configure multiprocessor computers(1 Question)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A client computer named TESTKING-WS215 has a second processor installed. Currently the computer is only using the one processor. You want to configure the computer to use the second computer.

What should you do?

- A. Configure the computer using the Add/Remove Windows Components feature.
- B. Allow Windows XP to detect and configure the second processor automatically by restarting the computer.
- C. Configure the computer using the Upgrade Device Driver Wizard.
- D. Configure the computer by rerunning Windows XP Professional Setup.

Answer: C
Explanation: You should use the Device Manager to run the Upgrade Device Driver Wizard. This wizard can be found in the properties of the current computer type object in the Computer category. Running the Upgrade Device Driver Wizard will update the Hardware Abstraction Layer (HAL) to be able to use the second processor as well.

Incorrect answers: A: You cannot use the Add/Remove Windows Components feature to allow you to support for multiple processors, it is not meant for that purpose.

B: Restarting the computer will not detect and configure the second processor automatically.

D: There is no need to use the Setup program to install Windows XP Professional to support the second processor.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 152

Topic 4, Monitoring and Optimizing System Performance and Reliability (19 Questions)

Section 1: Monitor, optimize, and troubleshoot performance of the Windows XP Professional desktop.

A: Optimize and troubleshoot memory performance(2 Questions)

QUESTION NO 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com consists of two departments, named Research and Marketing. Half of the client computers are in the Research department and the other half is in the Marketing department. The Research department is a priority for TestKing.com. The client computers in the Research department run critical third-party applications.

Andy Reid is the manager of the Research department. He complains about the poor performance of certain critical third-party applications on his client computer named TESTKING-WS211. During an investigation you notice that when the critical applications are running, the CPU usage is at 90%. As soon as the applications are exited the CPU usage falls to 25%. In Performance Logs and Alerts you also notice that the Paging activity is extremely high. You need to improve TESTKING-WS211 performance.

What should you do?

- A. On TESTKING-WS211, increase the Buffers setting in the Config.sys file.
- B. Increase the initial size of the paging file on TESTKING-WS211.
- C. Upgrade the processor on TESTKING-WS211.
- D. Add more RAM to TESTKING-WS211.

Answer: D Explanation: If you add more RAM to TESTKING-WS211 will decrease the paging.

Incorrect Answer: **A:** This is a setting used in older operating systems. It is not used in Windows XP Professional.

B: TESTKING-WS211 is not running out of memory. Paging file has to do with virtual memory.

C: You only need to upgrade the processor when there is too much page faults.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 574

QUESTION NO 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com consists of three departments, named Sales, Research and Marketing. These departments are crucial for TestKing.com. All the client computers are divided in the Sales, Research and Marketing department. The Sales department is a priority for TestKing.com. The Sales department contains a server named TESTKING-SR11.

Clive Wilson is the manger of the Sales department. He complains about the poor performance TESTKING-SR11. You use Performance Logs and alerts to collect information about the Processor, LogicalDisk, Network and Memory objects. As soon as you create a performance baseline on TESTKING-SR11, you notice that the Memory\Pages/sec has increased and the Server\Bytes Total/sec is below the performance baseline. You need to increase the Server\Bytes Total/sec counter and decrease the Memory\Pages/sec counter?

What should you do?

- A. Add more RAM to TESTKING-SR11.
- B. On TESTKING-SR11, upgrade to SCSI disk drives.
- C. Upgrade to a faster processor on TESTKING-SR11.
- D. Increase the size of the paging file on TESTKING-SR11.

Answer: A**Explanation: If the Memory\Pages/sec has increased and the Server\Bytes Total/sec is decreasing indicates that there is a lack of memory.**

1. **Memory\Pages/sec:** It measure the numbers of page per second that are read or written to and from the page file due to hard page faults.
2. **Server\Bytes Total/sec:** It measures the number of bytes that a server sends out to and from the network.

Incorrect Answer:**B:** To upgrade to SCSI disk drives will not make a significant change. Adding memory will make a significant change.

C: To upgrade a faster processor will not make a significant change. Adding memory will make a significant change.

D: To increase the paging file will not make a significant change. Adding memory will make a significant change.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 574

B: Optimize and troubleshoot processor utilization. (3 Questions)

QUESTION NO 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

All the client computers in the Accounting department at TestKing.com have dual-processors. The Accounting department uses several 16-bit third-party accounting applications that are critical to the company. Andy Booth is the manager of the Accounting department. He reports that all the client computers in his department are running very slowly.

During the consequent investigation you noticed that one of the dual-processor seems overloaded when the 16-bit third-party applications are running and the remaining dual-processor is idling. You need to improve the performance of these applications.

What should you do?

- A. On the client computers, run the 16-bit third-party applications in their own memory space.
- B. On the client computers, assign affinities to the 16-bit third-party applications.
- C. Instruct the TestKing.com users to terminate the 16-bit third-party applications, and restart them.
- D. On the client computers, increase the process priorities of the 16-bit third-party applications to Realtime.

Answer: A **Explanation:** By default, all 16-bit applications run in a single NT Visual DOS Machine (NTVDM) process, which emulates the 16-bit environment in which all applications use the same address space.

Incorrect Answer: B: 16-bit applications cannot directly take advantage of CPU affinities because these applications run in real mode. It could have worked if the applications run in separate NTVDM.

C: To terminate and to restart will not help.

D: It is not wise to increase the process priorities of the 16-bit applications to **Realtime**. It can cause other programs to become inoperable.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 577

QUESTION NO 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server computers and all client computers run Windows XP Professional.

TestKing.com consists of three departments, named Sales, Marketing, and Finance. The company has purchased 25 new dual-processor client computers that will be issued to employees in the Sales department. You have been instructed to install Windows XP Professional as well as 32-bit third-party application on the new client computers.

After the deployment of the 32-bit third-party application the users in the Sales department reports that when they run the 32-bit third-party application, their client computers run more slowly. During monitoring you noticed that CPU1 of the client computers spends 90% of its time processing. The CPU2 of the client computers spend only 20% of its time processing. Your goal is to improve the performance of the client computers.

What should you do?

- A. On the client computers, run the 32-bit third-party application on CPU1.
- B. On the client computers, run the 32-bit third-party application on CPU2.
- C. On the client computers, reduce the 32-bit third-party application's base priority.
- D. On the client computers, configure the 32-bit third-party application to quit using CPU affinity.

Answer: D
Explanation: In this scenario CPU1 is overloaded and CPU2 is idling. It seems that the 32-bit third-party application runs only on CPU1. The CPU's capacity might be too little. So it is best to quit affinity.

Incorrect Answer: A, B: In this scenario CPU1 is overloaded and CPU2 is idling. It seems that the 32-bit third-party application runs only on CPU1. The CPU's capacity might be too little. So it is best to quit affinity. To run the 32-bit third-party application on either CPU1 or CPU2 will not work.

C: Reducing the 32-bit third-party application's base priority will not stop the application from using processor time.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 576

QUESTION NO 3 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. The TestKing.com network contains ten Windows 2000 Server computers and 1,200 Windows 98 client computers.

TestKing.com intends to hire another 30 employees over the next 6 months. The company has purchased 30 new client computers that will be issued to the new employees. You have been instructed to install Windows XP Professional as well as 16-bit third-party applications and 32-bit third-party applications on the new client computers. You install Windows XP Professional and the applications on a client computer, which is for now stationed in the TestKing.com test lab.

During monitoring you notice that the 16-bit third-party applications runs slowly and the 32-bit third-party applications runs normal. You also notice that the CPU usage of the client computers is about 70%. You want to improve the performance of the 16-bit third-party applications without impacting on the performance of the 32-bit third-party applications.

What should you do?

- A. On the client computers, configure the 16-bit third-party applications to run in a separate memory space.
- B. Upgrade the client computer's CPU.
- C. On the client computers, reduce the priorities of the 32-bit third-party applications.
- D. On the client computers, configure the 16-bit third-party applications not to use CPU affinity.

Answer: A **Explanation:** To improve the performance of the 16-bit third-party applications, you should configure each of these applications to run in its own NTVDM.

Incorrect Answer: B: The CPU usage is 70%, which is still acceptable.

C: If you reduce the priorities of the 32-bit third-party applications, will result in a reduced performance of these applications.

D: The client systems in this scenario do not have dual-processors. This option will not work. Affinity works only on systems with dual-processors.

C: Optimize and troubleshoot disk performance(2 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com consists of two departments, named Sales and Marketing. The Sales department is the busiest of TestKing.com. Most of the client computers run in this department.

Andy Reid the manager of the Research department complains that his client computer performs very slowly the past month. As soon as Andy Reid opens a file, TESTKING-WS222 takes a long time to respond. Andy Reid also said that his computer has sufficient free space. During an investigation you open the System Monitor and monitor the following counters: Physical Disk: % Disk Time; and Physical Disk: Current Disk Queue Length. When a file is opened, the values of these counters are very high. You need to improve TESTKING-WS222 performance.

What should you do?

- A. Increase the initial size of the paging file on TESTKING-WS222.
- B. On TESTKING-WS222, run the Disk Defragmenter.
- C. On TESTKING-WS222, disable Disk Quotas.
- D. Add more RAM to TESTKING-WS222.

Answer: B **Explanation:** When files are created or deleted, the files and the free space gets fragmented. If the files are heavily fragmented, more disk reads are required to open a file.

Incorrect Answer: A: TESTKING-WS222 is not running out of memory. Paging file has to do with virtual memory.

C: Performance deterioration cannot be attributed to Disk Quotas.

D: If you add more RAM to TESTKING-WS222 will decrease the paging. This is not what is needed.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 578

QUESTION NO 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

A TestKing.com user named Mia Hamm uses a Windows XP Professional client computer named TESTKING-WS170. TESTKING-WS170 contains two hard disk drives. One hard drive is divided into two partitions that have been assigned the drive letters C and D. Drive C contains the operating system and drive D contains the applications. The other physical hard drive is assigned E, and contains the users data.

Mia Hamm complains that when she runs more than one application, TESTKING-WS170 performs slowly. During the investigation you notice that page faults happen often. You need to improve the performance of TESTKING-WS170.

What should you do?

- A. Drive E on TESTKING-WS170 needs to be divided into two partitions.
- B. On TESTKING-WS170, use the Systems Monitor to identify the applications that are causing the problems.
- C. On TESTKING-WS170, move the paging file to drive E.
- D. On TESTKING-WS170, run disk cleanup on the physical drive that hosts drive C and D.

Answer: C Explanation: Drive C is overloaded. You need to distribute the workload between the two physical drives.

Incorrect Answer: **A:** To divide drive E into two partitions will not improve the performance of TESTKING-WS170.

B: Using the Systems Monitor will give you an idea which application is causing the problem. To identify the problem will not solve the problem.

D:

Disk cleanup is used to delete temporary files and unused components that are using the free disk space. This would not make an impact on the performance of TESTKING-WS170. The Disk Cleanup utility identifies areas of disk space that can be deleted to free hard disk space. Disk Cleanup works by identifying temporary files, Internet cache files, and unnecessary program files.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 579

D: Optimize and troubleshoot application performance (2 Questions)

QUESTION NO 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com consists of three departments, named Research, Sales and Marketing. All the client computers are divided between these departments. The Sales department is a priority for TestKing.com. The client computers in the Sales department run critical in-house applications.

Andy Reid the manager of the Sales department complains about that when he runs two or three in-house applications, his client computer named TESTKING-WS250 performs very slowly.

To improve the performance of TESTKING-WS250, you need to know more about the in-house applications as soon as possible.

What should you do?

- A. On TESTKING-WS250, use Task Manager to gain information about CPU usage.
- B. On TESTKING-WS250, increase the Buffers setting in the Config.sys file.
- C. On TESTKING-WS250, use Dr Watson to determine the application that causes the bottle neck.
- D. On TESTKING-WS250, increase the priority of these applications.

Answer: A Explanation: The Task Manager could indicate to you which applications are running currently on TESTKING-WS250. You can also set the priority of these applications.

Incorrect Answer:**B:** This is a setting used in older operating systems. It is not used in Windows XP Professional.

C: Dr Watson is used to detect and diagnose application errors. In this scenario there are no application errors.

D: Changing the priority of these applications will not have an effect on the system performance.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 589

QUESTION NO 2You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A client computer named TESTKING-WS101 runs a number of critical propriety applications. You were instructed to install a CAD application on TESTKING-WS101. After the deployment of the CAD application, you notice that the other applications run very slowly. You need to access the CAD application, and still perform other tasks on TESTKING-WS101.

What should you do?

- A. On TESTKING-WS101, reduce the priority of the CAD application.
- B. On TESTKING-WS101, increase the priority of the rest of the applications.
- C. On TESTKING-WS101, reduce the priority of all the applications.
- D. On TESTKING-WS101, increase the priority of all the applications.

Answer: A**Explanation:** You can manage process priority through the Task Manager utility or through the start command-line utility. To change the priority of a process that is already running, use the Processes tab of Task Manager. Right-click the process you want to manage and select Set Priority from the pop-up menu. You can select from RealTime, High, AboveNormal, Normal, BelowNormal, and Low priorities. All applications run with a priority of normal. To ensure that the other applications run normally, you should reduce the priority of the CAD applications.

Incorrect Answer:**B, C, D:**

If the priorities of all application are increased or reduced, it would not change the performance.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 590

E: Configure, manage, and troubleshoot Scheduled Tasks(2 Questions)

QUESTION NO 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com has headquarters in London and branch offices in Paris, Berlin, Milan, and Athens. The managers of TestKing.com travel frequently, and use a Windows XP Professional laptop to access TestKing.com's networks. The managers use the offline files feature of Windows XP Professional to access crucial files when they are out of the office.

When the managers are busy at the head office in London, their laptops are connected to work stations. At the head office in London, the Windows XP Professional laptops are set up for scheduled synchronization on weekdays between 9:00 and 15:00.

You have received instructions to ensure that the scheduled synchronization is not initiated when the managers are at their remote office and their laptops are running on battery power.

What should you do?

- A. Use the Computer Management utility on the laptops.
- B. Use the Synchronization Manager utility on the laptops.
- C. Use the Scheduled Tasks utility on the laptops.
- D. Use the Power Options on the laptops.

Answer: B Explanation: On the Scheduled tab of the Synchronization settings dialog box, select the appropriate task and then click Edit to view the properties of the task. Select the Power Management section of the Settings tab and select Don't start the task if the computer is running on batteries.

Incorrect Answer:A: The Computer Management is used to display and configure settings related to services, hardware devices and disk drivers.

C: When you scheduled a synchronization task, it is not displayed in the Scheduled Tasks window. You must use the Synchronization Manager.

D: **The Power Options** is used to manage other settings to reduce the power consumption and to manager scheduled tasks.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 596

QUESTION NO 2You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com contains a client computer named TESTKING-WS113 which is in the Research department. You are going with the Research department on a research conference.

You have been instructed to schedule a few tasks only one time on TESTKING-WS113 while you are in the conference. You want the tasks to be deleted when TESTKING-WS113 is finished running the tasks.

What should you do?

- A. The tasks will be deleted by default on TESTKING-WS113.
- B. On TESTKING-WS113, use Group Policy.
- C. On TESTKING-WS113, modify the configuration settings of each task.
- D. On TESTKING-WS113, reconfigure the default settings that are defined for the Scheduled Tasks Wizard.

Answer: C**Explanation:** Windows XP Professional includes a Task Scheduler utility that allows you to schedule tasks to occur at specified intervals. You can set any of your Windows programs to run automatically at a specific time and at a set interval, such as daily, weekly, or monthly. The Settings tab of the Properties dialog box of each task includes the option "Delete the task if it is not scheduled to run again."

Incorrect Answer:**A:** Tasks that are scheduled to run once are not deleted by default, unless you reconfigure the settings.

B: The Administrative Templates in the Group Policy can be used to disable the ability to delete task. It cannot be automated to delete the tasks.

D: You cannot change the settings for the Scheduled Tasks Wizard to accomplish this goal.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 596

Part 2: Manage, monitor, and optimize system performance for mobile users. (2 Questions)

QUESTION NO 1You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com has headquarters in London and branch offices in Paris and Athens. A manager named Andy Reid of TestKing.com travels frequently, and uses a Windows XP Professional laptop to access TestKing.com's networks. The laptop is configured to use an IEEE 1394 PC card. The laptop is used to download pictures from the digital devices in the testking.com offices. The manager often complains that his laptop battery usually runs out while in a meeting.

You need to configure the laptop to conserve the battery while in a meeting but without the affecting the power options of the laptop when in use at the main office.

How should configure the laptop?

- A. On the laptop, use Device Manager to disable the IEEE 1394 PC card power device.
- B. In the Control Panel of the laptop, select "Minimal Power Management" power scheme in the Power Options Properties.
- C. On the laptop, create an additional hardware profile and disable the IEEE 1394 PC card for this profile.
- D. On the laptop's Device Manager configure the "IEEE 1394 card Host Controller" power management scheme. Select the "Allow this device to bring this computer out of standby" checkbox.

Answer: C**Explanation:** In creating the hardware profile you will make the switch as quick as possible. The laptop will boot without the IEEE 1394 PC card.

Incorrect Answer:**A:** Disabling the card will not make the switch. This will reroute any power used by the IEEE 1394 PC card.

B: Minimal Power Management will give everything full power.

D: Configuring a custom power scheme will not minimize the power of the IEEE 1394 PC card.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 487

QUESTION NO 2You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A TestKing.com manager named Rory Allen uses a client computer which contains critical confidential information. You have received instructions to configure the client computer with a new hardware profile. You create a new hardware profile the client computer. You reboot the client computer and select the new profile. You want to indicate which components should be disabled for new hardware profile.

Which of the following Computer Management utilities should you use? (Select two)

- A. On the client computer, go to System Information-Hardware Resources and disable the hardware devices for the hardware profile.
- B. On the client computer, go to System Information-Software Environment and disable the hardware devices for the hardware profile.
- C. On the client computer, go to Storage and disable storage devices for hardware profile.
- D. On the client computer, use Device Manager to disable the hardware devices for the hardware profile.
- E. On the client computer, use Services to disable the services for the hardware profile.

Answer: D, E**Explanation:** To use the Device Manager to disable the hardware devices for the hardware profile, you should display the

Properties dialog box for the device you want to disable and select the Disable Option in the Device Usage box on the General tab. To use the Services to disable the services for the hardware profile, you should display the Properties dialog box for the services you want to disable and select the Hardware Profiles box on the Log On tab and select the disable button.

Incorrect Answer:**A:** This utility is used to display the current configuration settings for the hardware devices.

B: This utility is used to display the current configuration settings for the software components loaded in your memory.

C: Storage is used to access the Disk Management tools.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 159

Part 3, Restore and back up the operating system, System State data, and user data.

A: Recover System State data and user data by using Windows Backup (4 Questions)

QUESTION NO 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows Millennium Edition.

A user named Rory Allen uses a computer named TESTKING-WS111. TESTKING-WS111 contains critical data.

You have been instructed to upgrade TESTKING-WS111 to Windows XP Professional. After the upgrade, Rory Allen wants to restore the critical data of TESTKING-WS111. However, when he connects a backup device to TESTKING-WS111 he cannot access the critical data.

What should you do to allow Rory Allen to restore the data?

A. On TESTKING-WS111, right click My Computer and select manage and choose the **Removable Storage**. In the Removable Storage you must move the backup device to the Backup media pool.

B. On TESTKING-WS111, right click My Computer and select manage and choose the Removable Storage and grant Rory Allen the appropriate permissions.

C. In the

Add or Remove Program on TESTKING-WS111, add the backup tape as a new library.
D. In the Device Manager on TESTKING-WS111, disable the backup device and re-enable it.

Answer: B
Explanation: There are three permissions in the Removable Storage; Use, Control and Modify. Rory Allen has not enough permission to adjust any thing in there. You have to grant him the necessary permissions.

Incorrect Answer:**A:** The backup was made from a Windows Millennium Edition computer. It is now controlled by Windows XP Professional. When Rory Allen inserts the backup device, it was automatically placed in the Import system media pool.

C: The backup device is represents as a library in the Removable Storage, so it cannot be placed in a media pool.

D: To disable and to re-enable will have no effect.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 643

QUESTION NO 2You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

The settings on the client computers are very crucial for TestKing.com. You have received instructions to plan a disaster recovery strategy for all the client computers of TestKing.com. The disaster recovery plan must be able to restore the client computers to the domain and keep their computer accounts and system settings.

What data should you backup?

- A. Backup the System State Data of each client computer.
- B. Use incremental backup of the user data on each client computer.
- C. Backup all user profiles on each client computer.
- D. Backup the Registry settings on each client computer.

Answer: A
Explanation: The

System State Data of the system boot files. To restore the client computers to its former state, you need to perform the backup of the System State Data.

Incorrect Answer:**B:** The incremental backup only copies the files that have changed during the last backup.

C: The user profiles include the information that defines the operating environment specific of the user. The local user profiles will not restore the system settings.

D: To backup the Registry is not enough. The Registry is included in the **System State Data**.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 643

QUESTION NO 3You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A computer named TESTKING-WS200 contains critical data used by the Sales and Finance departments. TESTKING-WS200 is used by a user named Mia Hamm. You have been instructed to develop a backup schedule of user data in the domain. The manager does not want to lose more than a days work, incase of a disaster.

What backup schedule should you use?

- A. On TESTKING-WS200, initiate a normal backup every week, an incremental backup every other day, and a differential backup every day.
- B. On TESTKING-WS200, initiate a normal backup every week and a differential backup every day.
- C. On TESTKING-WS200, initiate a normal backup every month and a copy backup every day.
- D. On TESTKING-WS200, initiate a normal backup every month an incremental backup every week, and a daily every day.

Answer: B**Explanation: Five Standard Backup Types**

1. **Normal or Full backup:** Backs up all selected files and removes the archive bit, thereby indicating that the files have been backed up. Such a backup is the most complete backup and provides the fastest means of restoring data.
2. **Differential backup:** Backs up all files

and folders that have changed since the last normal backup. It does not remove the archive bit; consequently this backup type accumulates all changes that have occurred since the last normal backup. Should you need to restore data, you need to restore the last normal backup plus the last differential backup.

3. **Incremental backup:** Backs up all files and folders that have changed since the last normal backup, and removes the archive bit. This backup type is the fastest one to perform but requires that you restore all incremental backups in sequence since the last normal backup.
4. **Daily backup:** Backs up all files and folders that have changed on the day the backup was made. It does not remove the archive bit.
5. **Copy backup:** Backs up all selected files, but does not remove the archive bit. This backup type is similar to the normal backup except for not removing the archive bit. It is useful for creating an extra backup for purposes such as offsite storage or producing a snapshot of a computer at a specified moment.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 648

QUESTION NO 4 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. The TestKing.com network contains 2 Windows 2000 Server computers and 200 Windows XP Professional client computers. TestKing.com consists of two departments, named Sales and Marketing. All the client computers are divided between the two departments.

You have been instructed to install critical applications on the client computer named TESTKING-WS234. Several hours after the installation of the critical applications, you noticed that client computers are performing very slowly. You then remove the critical applications from TESTKING-WS234, but there was no improvement in the performance of the client computer. You need to return TESTKING-WS234 to its normal performance without losing any data.

What should you do?

- A. On TESTKING-WS234, restore the latest backup.
- B. On TESTKING-WS234, restore yesterday's system checkpoint.
- C. On TESTKING-WS234, edit the Registry.
- D. On TESTKING-WS234, use the System Monitor to establish a performance baseline.
- E. Reboot TESTKING-WS234 to the Last Known Good Configuration.

Answer: B
Explanation: System Restore enables you to restore a Windows XP Professional computer to a system checkpoint. You can run the System Restore to roll the compute back to the day before.

Incorrect Answer:

A: The scenario does not stipulate that the system was backed up. You could loose data.

C: You can change the modified the Registry settings, but if would be difficult to identify where the changes took place.

D: The baseline will provide you with the most needed information. To establish a baseline would not help TESTKING-WS234's performance.

E: This option will not help. TESTKING-WS234 had a successful logon after the critical application was installed.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, p. 653-654

B: Troubleshoot system restoration by starting in safe mode(1 Question)

QUESTION NO 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server computers and all client computers run Windows XP Professional.

Mia Hamm is a user in the Sales department. She currently uses a client computer named TESTKING-WS100. You have been instructed to install a new device on TESTKING-WS100. After the installation of the device, TESTKING-WS100 freezes a few seconds after logon.

You suspect that the new driver is causing the problem. You need Mia Hamm to be able to use TESTKING-WS100 as soon as possible.

What should you do?

- A. On TESTKING-WS100, use the Recover Console and disable the driver for the device.
- B. On TESTKING-WS100, roll back the driver for the device.
- C. On TESTKING-WS100, boot into Safe Mode and disable the device.
- D. On TESTKING-WS100, disable the device in the Device Manager.

Answer: C

Explanation: Safe Mode allows you to start the computer with the minimal amount of drivers. In Safe Mode you can disable the driver.

Incorrect Answer:**A: The Recovery Console** is a text-mode recovery tool. You can disable the driver but it has a lot of administrative effort involve.

B: You cannot roll back the driver. The scenario states that you installed a new device driver. So there is nothing to fall back to.

D: To disable the device, you first must go into Safe Mode.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 654

C: RecoverSystem Statedata and user data by using the Recovery console(1 Question)

QUESTION NO 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server computers and all client computers run Windows XP Professional.

Mia Hamm is a user in the Sales department. She currently uses a client computer named TESTKING-WS129. You have been instructed to install a new device on TESTKING-WS129. After the installation of the device, TESTKING-WS129 reboots gives an error message and stops responding. The error that the computer generates does not allow you to use any other startup mode.

Mia Hamm needs to use TESTKING-WS129 for her hourly report to the manager. No new drivers are available at TestKing.com. You need to allow Mia Hamm to access her computer as soon as possible.

What should you do?

- A. Restore TESTKING-WS129 from a most recent backup.
- B. When TESTKING-WS129 reboots, press F8 and in the options click Safe Mode and disable the device.
- C. In TESTKING-WS129, enable boot logging.
- D. In TESTKING-WS129, use the Recovery Console to disable the faulty drivers.

Answer: D
Explanation: The

Recovery Console allows you with limited access to Windows XP Professional disk subsystem. In the Recovery Console you can disable the specific driver.

Incorrect Answer:**A:** To gain access to backup your system must work properly.

B: When booting into Safe Mode, you can disable a faulty device, however the system stops responding after rebooting.

C: With boot logging, you can identify the faulty driver, but you cannot correct the drivers.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide; Third Edition, Sybex Inc., Alameda, 2005, P. 655

Topic 5, Configuring and Troubleshooting the Desktop Environment(17 Questions)

Part 1: Configure and manage user profiles and desktop settings. (10 Questions)

QUESTION NO: 1You work as the desktop administrator at TestKing.com. The TestKing.com network consists of a Windows 2000 domain named testking.com. The TestKing.com network contains a file server named TESTKING-SR23. All employees in the Marketing department at TestKing.com belong to the testking.com domain. You have recently assigned each user in the Marketing department with a Windows XP Professional client computer as well as a Windows XP Professional laptop that they will use when they travel.

A user named Mia Hamm works in the Marketing department. Mia Hamm regularly saves large documents in her "My Documents" folder. A new TestKing.com policy requires that all users' "My Documents" folders must be backed up regularly. You decide to store all users' "My Documents" folders to a network share named UserDocs on TESTKING-SR23. You will then backup UserDocs. You create the UserDocs share on TESTKING-SR23 and allow caching.

Mia Hamm informs you that she will need access to the data in her "My Documents" folder when she uses her laptop. You decide to redirect all employees' "My Documents" folders to the UserDocs share on TESTKING-SR23 and to make these folders available offline. You want to accomplish this goal with the least amount of administrative effort.

What should you do?

- A. Configure every computer with "My Documents" folder redirection and enable offline files through a local GPO on every computer.
- B. Configure "My Documents" folder redirection in a local Group Policy Object on every computer and enable offline files on every computer.
- C. Configure "My Documents" folder redirection in a GPO linked to an organizational unit (OU) and configure the GPO to enable offline files.
- D. Configure "My Documents" to be available offline in Windows Explorer on every computer.

Answer: C
Explanation: There are three aspects that should be considered in the above scenario:

1. The redirection of "My Documents".
2. Enabling offline files on the target computers.
3. Making "My Documents" available offline.

To redirect the "My Documents" folders, you can specify the target location in a GPO and link it to an OU. Doing this causes offline availability to be enabled automatically, which means that you would not have to configure each employee's "My Documents" folder individually. You could also redirect the "My Documents" folder by right-clicking "My Documents", clicking Properties, and specifying the folder's destination.

Incorrect Answers: **A, B, D:** Applying redirection and off line files through a GPO linked to an OU would require less administrative effort.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, pP. 597-598

QUESTION NO: 2 You work as the desktop administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A new TestKing.com security policy requires that one user profile be created and applied to all users, and that no user be capable of making permanent changes to the user profile that you create. You create a user profile on a server named TESTKING-SR19. You now want to deploy this user profile to all client computers.

What should you do first?

- A. Rename the Ntuser.dat file in the profile as Ntuser.man.
- B. Establish a local computer policy on each user's computer that prevents the user from changing the location of My Documents.
- C. Establish a group policy at the domain level that prevents user's from saving setting when they log off.
- D. Copy the user profile into the local computer policy on each user's computer.

Answer: A
Explanation: Mandatory user profiles enable administrators to configure desktop settings and apply those setting to user accounts. Users can change their desktop settings while they are logged on. But these changes are not saved when the users log off. Renaming the Ntuser.dat file in the profile as Ntuser.man makes the profile mandatory.

Incorrect Answers:
B: Folder redirection is not related to the enforcement of user profiles.
C: It is generally recommended that you make use of GPO's, rather than rename files in user profiles, to impose restrictions on user environment. A policy named Prevent Roaming Profile changes from propagating to the server can be used to implement mandatory user profiles instead of renaming the Ntuser.dat file. This policy, however, affects only roaming user profiles, whereas this scenario requires you to implement local user profiles.

D: These are different objects, and one cannot be copied into the other.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 214

QUESTION NO 3: You work as the desktop administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A new TestKing.com security policy requires that all TestKing.com employees must have the same user profile.

You create the profile on a file server named TESTKING-SR01, and modify all user accounts to point to that file. You then discover that employees are still using their respective local profiles when they log on to their computers.

Which of the following is the option that you should take to ensure that all TestKing.com employees use the new user profile that you created?

- A. Grant the Allow-Read permission instead of the Allow-Change permission for all user accounts
- B. Rename Ntuser.man to Ntuser.dat.
- C. Copy the user profile into the local computer policy on each user's computer.
- D. Share the folder that the profile is stored in.

Answer: D
Explanation: The most likely reason why users cannot download the profile that you created is that they are unable to gain access to the folder that the profile resides in. To make the profile accessible from the network, you have to share the profile's folder or any of its parent folders and assign the appropriate share permissions.

Incorrect Answers:
A: If the folder with the new profile is shared and all users are granted the Change permission for the share, the reason why users are unable to use this profile must be insufficient NTFS permissions for the profile. Reducing the share from Change to Read, in this situation will not solve the problem.

B: The scenario states that all users are to use the same user profile. You would therefore want to ensure that they are unable to change the profile. To do this you must rename Ntuser.dat to Ntuser.man.

C: These are different objects, and one cannot be copied into the other.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 214

QUESTION NO 4: You work as the desktop administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

Several users at TestKing.com share one of the Windows XP Professional computers in the testking.com domain. Each of these users is a member of the local Power Users group.

A user named Andy Booth informs you that he needs to have the ability to create his own shortcuts on the Start menu, and that these shortcuts must not be accessible to other users. You also receive a call from your superior, who tells you that Andy Booth should not be allowed to alter the Start menu shortcuts that are currently available to all users.

What should you do to make this possible?

- A. Copy the Default User profile, and utilize it to create each user's profile.
- B. Disable sharing for the Documents and Settings\Default Users folder.
- C. Ensure that these users do not have the Write permission for the Documents and Settings\All Users folder.
- D. Redirect each user's My Documents folder to a file server.

Answer: C
Explanation: When a user initially logs on at a computer, a profile is automatically created for that user by copying the Default User profile. This profile is created in the Documents and Settings folder, and usually gets its name from the name of the user account. Once this happens, the user is automatically assigned the Full Control permission. Since the members of the Power Users group have the Modify permission for this folder by default, all you have to do is ensure that these users do not have the Write permission for this folder.

Incorrect Answers:
A: When a user initially logs on at a computer, a profile is automatically created for that user by copying the Default User profile. It is therefore not necessary to manually copy the Default User profile and to create each user's profile from it.

B: It does not matter whether the Documents and Settings folder or any of its subfolders are shared for this scenario.

D: This option is irrelevant to the problem.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 352

QUESTION NO 5:

You work as the desktop administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

TestKing.com makes a Windows XP Professional computer, named TESTKING-WS030, available so that clients and TestKing.com staff can access TestKing.com's intranet and Web-based e-mail. Clients and staff who make use of TESTKING-WS030 log on with the same user account.

A user asks you to enable some accessibility features on TESTKING-WS030. You connect to TESTKING-WS030 from your Windows XP Professional computer and run the Accessibility Wizard to enable these features.

The following day, the user reports that the service is no longer available. When you examine the overnight logs, you notice that a help desk technician has disabled the visual accessibility setting on TESTKING-WS030 at the request of another user.

You have to enable the visual accessibility features for the user while making sure that the standard interface is available for all other users

What should you do?

- A. Make use of the Accessibility Wizard to set the idle timeout value to five minutes and then checking the Automatic reset box.
- B. Clear the "Apply all settings for new users" check box on the General tab in the Accessibility options.
- C. Configure TESTKING-WS030 to log on automatically with the local administrator account.
- D. Create a local account for each user on TESTKING-WS030.

Answer: A
Explanation: Checking the checkbox for Automatic reset will turn off the accessibility feature if the computer is idle for more than five minutes.

Incorrect Answers:
B: The "apply all settings" switch will turn on accessibility options for all users by default.

C: This is an option that you definitely do not want to take.

D: Creating a local account will only take time and will not do anything for accessibility.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 494

QUESTION NO 6: You work as the desktop administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

You are currently in the process of configuring a Windows XP Professional computer for a new TestKing.com employee named Kara Lang, who requires the use of the magnifier utility.

You need to configure Kara Lang's computer in such a way that she is able to distinguish between interface colors and fonts more easily. You also need to configure Kara Lang's screen to display fonts and colors designed for easy reading.

TestKing.com informs you that the configuration must allow Kara Lang to work more easily and efficiently.

What must you do?

- A. You should enable the Invert Colors setting for the Magnifier utility's configuration screen.
- B. You should enable the Use High Contrast Display setting in Accessibility Options.
- C. You should change the Appearance setting in the Display Properties to use the Windows Classic theme instead of the Windows XP theme.
- D. You should change the system Display settings in the Display Properties to enable large fonts.

Answer: B Explanation: This is the option that will display Kara Lang's desktop so that it is easier for her to work.

Incorrect Answers: **A:** This option will not make it easier for Kara Lang to work.

C: This option will not do anything for the colors.

D: Changing the theme will not improve readability.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 494

QUESTION NO 7: You work as the desktop administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

A user named Rory Allen works in the Marketing department. Rory Allen uses a client computer named TESTKING-WS270. Rory Allen asks you to change the refresh rate of the display on TESTKING-WS270.

What procedure should you use to access the refresh rate options?

- A. Access TESTKING-WS270 from a domain controller console and, after clicking the Advanced button in the Settings tab of the Display Properties dialog box, select the Adapter tab.
- B. Use Group Policy to delegate this task to a member of the Power Users group, who can then change the refresh rate from TESTKING-WS270.
- C. Log on to TESTKING-WS270 with administrative privileges and, after clicking the Advanced button in the Settings tab of the Display Properties dialog box, select the Monitor tab.
- D. Access the display adapter node in Device Manager. Display the Properties dialog box of the display adapter for TESTKING-WS270.

Answer: C
Explanation: Changing a monitor's refresh rate can damage the monitor if it is not done correctly. Letting a trusted administrator make the changes is the sensible thing to do.

Incorrect Answers:
A: If you change the adapter settings from a domain controller console you cannot see the effects immediately and you will not know if the new settings are appropriate or not.

B: The Power Users built-in group contains users that require extra privileges; they may, for example, need to run legacy software. That would not qualify them to have privileges for changing display adapter settings.

D: You can manage the properties of the display adapter's driver in Device Manager, but you cannot modify the actual display settings with Device Manager.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 178

QUESTION NO 8:You work as the desktop administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

You have been given the task of configuring roaming profiles for 10 Windows XP Professional computers in the Sales group. The computers are named TESTKING-WS001 through TESTKING-WS010. You are currently working from TESTKING-WS008.

You have already created a folder that can be accessed via the following path:

\\testking-ws008\profiles\sales

Which of the following should you set the profile path to?

- A. \\testking-ws008\profiles\sales.man
- B. \\testking-ws008\profiles\sales
- C. \\testking-ws008\profiles\sales.usr
- D. \\testking-ws008\profiles\sales.exe

Answer: BExplanation: This is correct because the user profile path should only map directly to a folder.

Incorrect Answers:A, C, D: Any paths that extend to an application or file are incorrect.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 214

QUESTION NO 9:You work as the desktop administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

TestKing.com's Human Resources (HR) department informs you that a new employee, named Kara Lang, is visually impaired. The HR department asks you to configure Kara Lang's Windows XP Professional computer with the High Contrast option.

You complete the task, and then instruct Kara Lang to log on to her computer. Kara Lang tells you that the settings are perfect for her visual needs.

You receive a report from Kara Lang later that day. Kara Lang says that she logged off to go to lunch and logged back on after lunch, without discovering any problems. When Kara Lang returned from her three o'clock tea break, however, she found that the settings had changed.

You have to prevent this from occurring again.

What should you do? (Choose all that apply)

- A. Clear the "Use keyboard Shortcut" checkbox under the Settings option in the Display tab of the Accessibility Options dialog box.
- B. Clear the "Use ToggleKeys" checkbox on the keyboard settings tab of the Accessibility Options dialog box.
- C. Select the "Automatic Reset" checkbox under the General tab of the Accessibility Options dialog box.
- D. Clear the "Automatic Reset" checkbox under the General tab of the Accessibility Options dialog box.

Answer: A, D
Explanation: It is possible for someone to use a keyboard shortcut to switch back and forth between contrasts. Disabling this option therefore prevents this possibility. Clearing the "Automatic Reset" checkbox under the General tab prevents the display from resetting to the default setting.

Incorrect Answers:
B: This option is used if you want an audible warning when you press the Caps Lock, Num Lock, or Scroll Lock keys.

C: This option will reset the display to the default setting.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 494

Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 185

QUESTION NO 10:

You work as the desktop administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

TestKing.com recently discovered that a user named Amy Walsh has finger dexterity impairment. TestKing.com wants you configure Amy Walsh's Windows XP Professional computer so that typing errors due to repeated keystrokes are minimized.

What must you do?

- A. Make use of the ToggleKeys setting on the keyboard settings tab of the Accessibility Options dialog box.
- B. Make use of the StickyKeys setting on the keyboard settings tab of the Accessibility Options dialog box.
- C. Make use of the SerialKeys setting under the General tab of the Accessibility Options dialog box.
- D. Make use of the FilterKeys setting on the keyboard settings tab of the Accessibility Options dialog box.

Answer: D
Explanation: The FilterKeys setting will ignore brief or repeated keystrokes.

Incorrect Answers:
A: The ToggleKeys setting causes Windows to play a sound to signal certain keyboard settings changes.

B: The StickyKeys setting allows users to type multiple key combinations one at a time.

C: The SerialKeys setting allows alternate input devices.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 494

Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 185

Part 2: Configure support for multiple languages or multiple locations.
A: Enable multiple-language support. (1 Question)

QUESTION NO 1:

You work as the network administrator at TestKing.com. You have recently installed Remote Installation Services (RIS) on a Windows 2000 server named TESTKING-SR05. You have also created images that support four different language versions of Windows XP Professional.

You would like the TestKing.com technicians, who use RIS to install Windows XP Professional on client computers, to be prompted by the Client Installation Wizard to choose the language version for each computer.

What file must you update to have the Client Installation Wizard present a list of the available languages?

- A. Welcome.osc
- B. Install.osc
- C. Login.osc
- D. Choice.osc

Answer: A
Explanation: Files with the .osc extension are Operating System Chooser files. When you want a user to be able to select from a list of available languages, you should include the list of languages in Welcome.osc.

Incorrect Answers:
B: This file defines the content of the summary screen that is displayed before the actual installation begins.

C: This file presents logon screen to the user.

D: This file presents a screen that allows the user to choose setup options.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 180

B: Configure multiple-language support for users. (1 Question)

QUESTION NO 1: You work as the desktop administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. TestKing.com has its headquarters in Chicago and a branch office in Tokyo.

You have recently installed Windows XP Professional on a portable computer for a user named Ally Wagner. Ally Wagner frequently travels between the Chicago and Tokyo offices, and has to create documents in both English and Japanese.

You need to configure the Regional and Language Options on Ally Wagner's computer so that she is able to easily switch between languages, and also create documents in the selected language immediately

What should you do?

- A. Select the "Install files for East Asian languages" check box in the Language Options, and then add Japanese as an input language.
- B. Select the "Install files for complex script and right-to-left languages (including Thai)" check box in the Language Options.
- C. Configure the Language bar to show additional Language bar icons in the Language Options.
- D. Select Japanese as the Language for non-Unicode programs, and then add the Japanese keyboard/IME layout in the Language Options.

Answer: C
Explanation: Configuring the language bar with the Japanese language will add the necessary items to be able to switch between languages.

Incorrect Answers:**A, B:** Installing the files for complex script or East Asian languages will not configure the computer for switching between languages.

D: This option will not allow fast switching between languages.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 180

C:Configure local settings(1 Question)

QUESTION NO 1:**You work as the desktop administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.**

A user named Dean Austin uses a Windows XP Professional computer to create documents. Dean Austin asks you to help him with using the diacritical languages because he often includes foreign language words in documents.

You need to enable Dean Austin to use words with diacritical marks from foreign languages in his documents. You have accessed the Regional and Language Options applet on the Dean Austin's computer.

What step should you take NEXT?

- A. On the Advanced tab, select the Code page conversion tables that support each of the languages that he uses.
- B. Press the Details button on the Languages tab, and add input language support for each of the languages that he references.
- C. Add support for the U.S. International keyboard.
- D. Install the required language collections.

Answer: C
Explanation: You should use the Languages tab to add support for the U.S. International keyboard. Each language that Windows XP supports may have several keyboards to choose from. You should select a keyboard that enhances the unique use of the selected language.

Incorrect Answers:
A: You only need to enable support for a Code page if a language-specific application you are using does not support Unicode.

B: There are three language collections in Windows XP: Basic, East Asian, and Complex Script and Right-to-Left. The Basic language collection is installed by default, and it supports all of the European languages.

D: The employee does not need to select other languages, he only needs the international version of English.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 182

D:Configure Windows XP Professional for multiple locations(2 Questions)

QUESTION NO 1: DRAG DROP You work as the administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. TestKing.com has offices in different countries. TestKing.com's main office is in London and their branch offices in Paris, Berlin, Milan, Madrid, Stockholm, Warsaw, Minsk, and Athens.

TestKing.com has asked you to plan the rollout of Windows XP Professional for the whole of TestKing.com. You gather information about the different language versions of Windows XP Professional, and decide to install the Multilingual User Interface Pack (MUI Pack) on all the TestKing.com client computers.

What advantages are only available if you install the MUI Pack to all client computers?

To answer, choose the appropriate option from the list on the right and place it in the Work Area on the left.

Benefits, select from these	Work Area
Administrators can apply a single Windows XP service pack version to all computers.	Place here.
The user interface can be displayed in the local language.	Place here.
Application developers can use a single code base for different user interface languages.	Place here.
Users can use multiple languages in a document.	Place here.

Answer:

Benefits, select from these	Work Area
Administrators can apply a single Windows XP service pack version to all computers.	The user interface can be displayed in the local language.
	Users can use multiple languages in a document.
Application developers can use a single code base for different user interface languages.	Place here.
	Place here.

Explanation:

Users can use multiple languages in a single document and the user interface will be displayed in the local language.

Incorrect Answers: Only if the MUI Pack is installed at all locations the administrator will be able to apply a single Windows XP service pack version to all computers. However, if different versions of Windows XP are used, the administrator must apply the correct service pack for each version.

You must install the appropriate user interface language for each computer. Application developers can then use a single code base for different user interface languages.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, *Configuring and Troubleshooting Windows XP Professional*, Syngress Publishing, Rockland MA, 2001, P. 51

QUESTION NO 2: HOTSPOT You work as the desktop administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. TestKing.com has its headquarters in London and a branch office in Tokyo. Users in both of these offices are frequently required to create documents in both English and Japanese

You have recently installed Windows XP Professional on a desktop computer for a user named Kara Lang. You also installed East Asian languages collection and added Japanese as an input language. Kara Lang needs to create documents in Japanese, but she does not have a keyboard that supports Japanese.

You tell Kara Lang to use the On-Screen Keyboard feature of Windows XP Professional to create documents in Japanese. You also tell Kara Lang that she must first enable support for Japanese before she can create any documents.

What menu should Kara Lang access to achieve this goal?

To answer, click the appropriate menu on the following exhibit:



Answer:



Explanation: Kara Lang should access the Keyboard menu, and then select the "106 keys" option. This option makes additional characters that are needed for Japanese, available.

Incorrect Answers: The File menu is used to close the On-Screen Keyboard, or to remove the On-Screen Keyboard from the Utility Manager.

The Settings menu is used to set the typing mode to click, hover, or scan. It is also used to change the font and font size.

Part 3: Manage applications by using Windows Installer packages(2 Questions)

QUESTION NO 1: You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

You are planning to deploy a spreadsheet application to all TestKing.com departments using Windows Installer and Group Policy. Each of these departments requires a slightly different customization of the application. You confirm that the application can be packaged.

You need to complete the deployment of the spreadsheet application with the least amount of administrative effort.

What should you do?

- A. You should create one .msi file for all departments, and create a separate .mst file for every department.
- B. You should create a separate .msi file and a separate .mst file for every department.
- C. You should create a separate .msi file for every department, and create one .mst file for all departments.
- D. You should create a separate .msi file and a separate .mst file for every department, and also create one .zap file for all departments.

Answer: A
Explanation: GPOs contain computer-specific policies that are applied to computers, and user-specific policies that are applied to users. GPOs can be applied to individual user and computer accounts, but they must belong to the OU to which the GPO is linked. To deploy an application, you can package the application in a Windows Installer package that can then be specified in a GPO. In this scenario, you have to create a distribution point on a network share and copy the .msi file that will be used for all departments to that share. The .msi file must contain all components for the installation to complete successfully. Administrators can customize the package for each department by defining which application features should be available to each department. To achieve this, you have to create a separate .

mst file (transform) for each department. Transforms allow administrators to dynamically customize a Windows Installer package file. Administrators can apply multiple .mst files to a single .msi package.

Incorrect Answers:B, C: Transforms are only used in conjunction with .msi file at the time of deployment; they cannot be applied to existing applications.

D: A .zap file can be used to provide installation instructions to the OS for older, legacy applications that do not directly support scripted installations. Since the application that you are planning to deploy supports scripted installations, it is unnecessary to use .zap files.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 79

QUESTION NO 2:You work as the desktop administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All client computers on the TestKing.com network run Windows XP Professional.

In the event of a user accidentally deleting a file needed by Microsoft Word 2000, TestKing.com wants you to ensure that the file will be reinstalled the next time Word is executed.

What Windows XP component provides this support?

- A. Software Installation and Maintenance
- B. Group Policy
- C. Windows Installer service
- D. WinINStall LE

Answer: CExplanation: The Windows Installer service is a client-based service that is responsible for reinstalling files needed for an application.

Incorrect Answers:A, B: Software Installation and Maintenance works in conjunction with Group Policy to deploy and manage software using Windows Installer packages.

D: WinINStall LE is used to create a Windows Installer package file for an application that does not include a native Windows Installer package.

Topic 6, Implementing, Managing, and Troubleshooting Network Protocols and Services(32 Questions)

Part 1: Configure and troubleshoot the TCP/IP protocol. (7 Questions)

QUESTION NO 1: DRAG DROP You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

TestKing.com has allocated 500 new Windows XP Professional computers to the Marketing department and is planning to connect to the Internet. The Marketing department will be assigned 139.35.5.0/24 as their network identifier (ID).

Since this network ID does not provide for enough addresses, you decide to explore other addressing schemes.

Match the addresses suggested as a network ID with correct subnet mask used in classful Internet Protocol (IP), and then arrange the pairs from most desirable to least desirable in the Work Area.

TestKing.com

**Settings,
Select from these**

IP Addresses

131.0.0.0

10.0.0.0

193.70.0.0

Subnet Masks

255.0.0.0

255.255.0.0

255.255.255.0

Work Area

Most Desirable

Place IP Address here.

Place subnet mask here.

Least Desirable

Place IP Address here.

Place subnet mask here.

Answer:

**Settings,
Select from these**

IP Addresses

Subnet Masks

Work Area

Most Desirable

131.0.0.0

255.255.0.0

Least Desirable

10.0.0.0

255.0.0.0

193.70.0.0

255.255.255.0

Explanation: 131.0.0.0 is a class B address that is capable of 65,534 hosts per network and has a default subnet mask of 255.255.0.0. This is the most desirable solution.

10.0.0.0 is a class A address that is capable of 16,777,214 hosts per network and has a default subnet mask of 255.0.0.0. This would give you too much addresses.

193.70.0.0 is a class C address that is capable of 254 hosts per network and has a default subnet mask of 255.255.255.0. This would not give you enough addresses.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 321

QUESTION NO 2: You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All TestKing.com users have Windows XP Professional computers that make use of DHCP for their TCP/IP configuration.

Amy Wilson is a new employee in the Marketing department. You have set up a new client computer named TESTKING-WS270 for Amy Wilson. However, Amy Wilson complains that she is unable to access network resources. You confirm that no other users are reporting this problem.

When you run ipconfig on TESTKING-WS270, you receive the output as shown in the Ipconfig exhibit.

Ipconfig Exhibit:

```
C:\WINDOWS\system32\cmd.exe
C:\>ipconfig /all

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : 
    Autoconfiguration IP Address. . . : 169.254.1.32
    Subnet Mask . . . . . : 255.255.0.0
    Default Gateway . . . . . : 

C:\>_
```

You must ensure that that TESTKING-WS270 is able to connect to the network.

What must you do?

- A. Add the IP address of the DHCP server to the HOSTS file.
- B. Run the nbtstat -RR command on TESTKING-WS270.
- C. Run the ipconfig /renew command on TESTKING-WS270.
- D. Run the netstat -e command on TESTKING-WS270.

Answer: C
Explanation: Amy Wilson's computer defaults to the APIPA option because it cannot find a DHCP server. This can be avoided by assigning static IP address, which means that the computer would not automatically be assigned a dynamic IP address from the DHCP server. You must the run the ipconfig /renew command to obtain a new address through the DHCP server and correct the problem.

Incorrect Answers:
A: This will resolve server's name to its IP address, but will not correct the address issue.

B: This option will refresh the NetBIOS names that are registered with Amy Wilson's computer, but will not correct the addressing problem.

D: This option will give you the Interface statistics of bytes received, but will not correct the IP address problem.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 422
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 325

QUESTION NO 3: You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

A TestKing.com employee named Mia Hamm works in the Accounts department. Mia Hamm uses a client computer named TESTKING-WS270. One day Mia Hamm reports that she is unable to connect to a network resource located on a server is named TESTKING-SR03 from TESTKING-WS270.

You set up a Remote Assistance connection to TESTKING-WS270 and run the net view testking-sr03 command. However, you receive an error message as shown in the Error exhibit.

Error Exhibit:



The screenshot shows a Windows XP Command Prompt window titled "Command Prompt". The window has a blue title bar and a black background. The text inside the window is as follows:

```
Microsoft Windows [Version 5.1.2600.5512]
(C) Copyright 1985-2001 Microsoft Corporation.

C:\>net view testking-sr03
System error 53 has occurred.

The network path was not found.

C:\>
```

A large red watermark "TestKing.com" is overlaid diagonally across the center of the screenshot.

You make use of the ping command to confirm the connection to TESTKING-SR03 using the server name, but the request times out. You are, however, successful when you run the ping command using the IP address.

You then run the net config redirector command on TESTKING-WS270, and receive the output as shown in the Net config exhibit.

Net Config Exhibit:



```
C:\>net config workstation
Computer name               TESTKING-SR03
Full Computer name          testking-sr03.testking.com
User name                   mhamm

Workstation active on
    Netbios3ab<000000000000>

Software version             Windows 2002
Workstation domain           TESTKING
Workstation Domain DNS Name  testking.com
Logon domain                  TESTKING

COM Open Timeout (sec)       0
COM Send Count (byte)        16
COM Send Timeout (msec)      250
The command completed successfully.
```

You need to ensure that Mia Hamm is able to connect to TESTKING-SR03, and you have to achieve this in as little time as possible.

What do you have to do?

- A. Enable NetBIOS over TCP/IP.
- B. Run the nbtstat -RR command.
- C. Add the name and address of TESTKING-SR03 to the LMHOSTS file.
- D. Run the ipconfig /registerdns command.

Answer: D
Explanation: Running the ipconfig /registerdns utility will re-register all DNS records and update dynamic links between a client and a DNS server. You can use this to troubleshoot and correct the problem.

Incorrect Answers:
A: Enabling NetBIOS over TCP/IP will resolve the NetBIOS name, which will not actively fix the problem.

B: This option will refresh the NetBIOS names that are registered with Mia Hamm's computer, but will not correct the problem.

C: Using this option will take up too much time and would be counterproductive.

QUESTION NO 4: You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. The TestKing.com network contains a Dynamic Domain Name System (DDNS) server named TESTKING-SR04 and a File Server named TESTKING-SR05. TESTKING-SR04 uses the IP address 192.168.2.163/27 and TESTKING-SR05 uses the IP address 192.168.2.165/27.

Your Windows XP Professional client computer is named TESTKING-WS013. TESTKING-WS013 is configured with the IP address 192.168.2.159/27 and a gateway address of 192.168.2.129/27. You are unable to connect to a TESTKING-SR05. You need to access files on TESTKING-SR05.

What should you do?

- A. Change the IP address on TESTKING-SR04 to 192.168.2.165.
- B. Change the IP address on TESTKING-WS013 to 192.168.2.158.
- C. Change the IP address on TESTKING-SR05 to 192.168.2.129.
- D. Change the gateway address on TESTKING-WS013 to 192.168.2.163.

Answer: B
Explanation: The IP address on TESTKING-WS013 should be changed to fit into the 192.168.2.128/27 network space. The TestKing.com network is using a CIDR address space based on the class C IP address range. The default subnet mask for class C addresses is 24 bits long (255.255.255.0) but TestKing.com has extended it to 27 bits (255.255.255.224) by borrowing 3 bits from the host name addresses ($128+64+32=224$). The value of the least significant bit is 32. Therefore the valid IP address ranges for hosts are 192.168.2.33-62; 192.168.2.65-94; 192.168.2.97-126; 192.168.2.129-158; etc. TESTKING-SR04 and TESTKING-SR05 are in the 192.168.2.129-158 address range while TESTKING-013 is configured with the broadcast address for the 192.168.2.128/27 network. You should therefore change the IP address on TESTKING-WS013 to 192.168.2.158.

Incorrect Answers:

A, C: TESTKING-013 is configured with the broadcast address for the 192.168.2.128/27 network. You should therefore change the IP address of TESTKING-WS013, not the IP address of the DDNS server or the File Server.

D:

TESTKING-013 is configured with the broadcast address for the 192.168.2.128/27 network. You should therefore change the IP address of TESTKING-WS013, not the gateway address.

Reference:

Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 326

QUESTION NO 5: You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

A user, named Clive Wilson, reports that he is unable to access a share that a colleague has configured on a computer named TESTKING-WS020. Clive Wilson is currently logged on to a Windows XP Professional computer named TESTKING-WS025. These two computers are located on the same network segment and belong to the same Active Directory domain.

You confirm that the share is correctly configured on TESTKING-WS020 and that the Everyone group has Read access for the share. You then run ipconfig and determine that the IP address on TESTKING-WS025 is 169.254.10.28 with a subnet mask 255.255.0.0

What is the most likely reason for Clive Wilson being unable to access the share?

- A. The subnet mask is incorrectly configured on TESTKING-WS025.
- B. The user is logged on with a domain account instead of a local account.
- C. A DHCP server is not available.
- D. The default gateway is incorrectly configured on TESTKING-WS020.

Answer: C
Explanation: When a Windows XP Professional computer is configured to obtain an IP address automatically and a DHCP server is not available, the computer selects an IP address from the network identifier 169.254.0.0/16, makes sure that no other computer is using it, and then configures the computer to use the address with the subnet mask 255.255.0.0. The feature that allows a computer to assign itself an IP address is called Automatic Private IP Addressing (APIPA). Therefore A is incorrect.

Incorrect Answers:**B:** It is unlikely that Clive Wilson cannot access the share because he is logged on to the network with a domain account, since the Everyone group has read access for the share.

D: This is possible, but it is more likely that a DHCP server is not available.

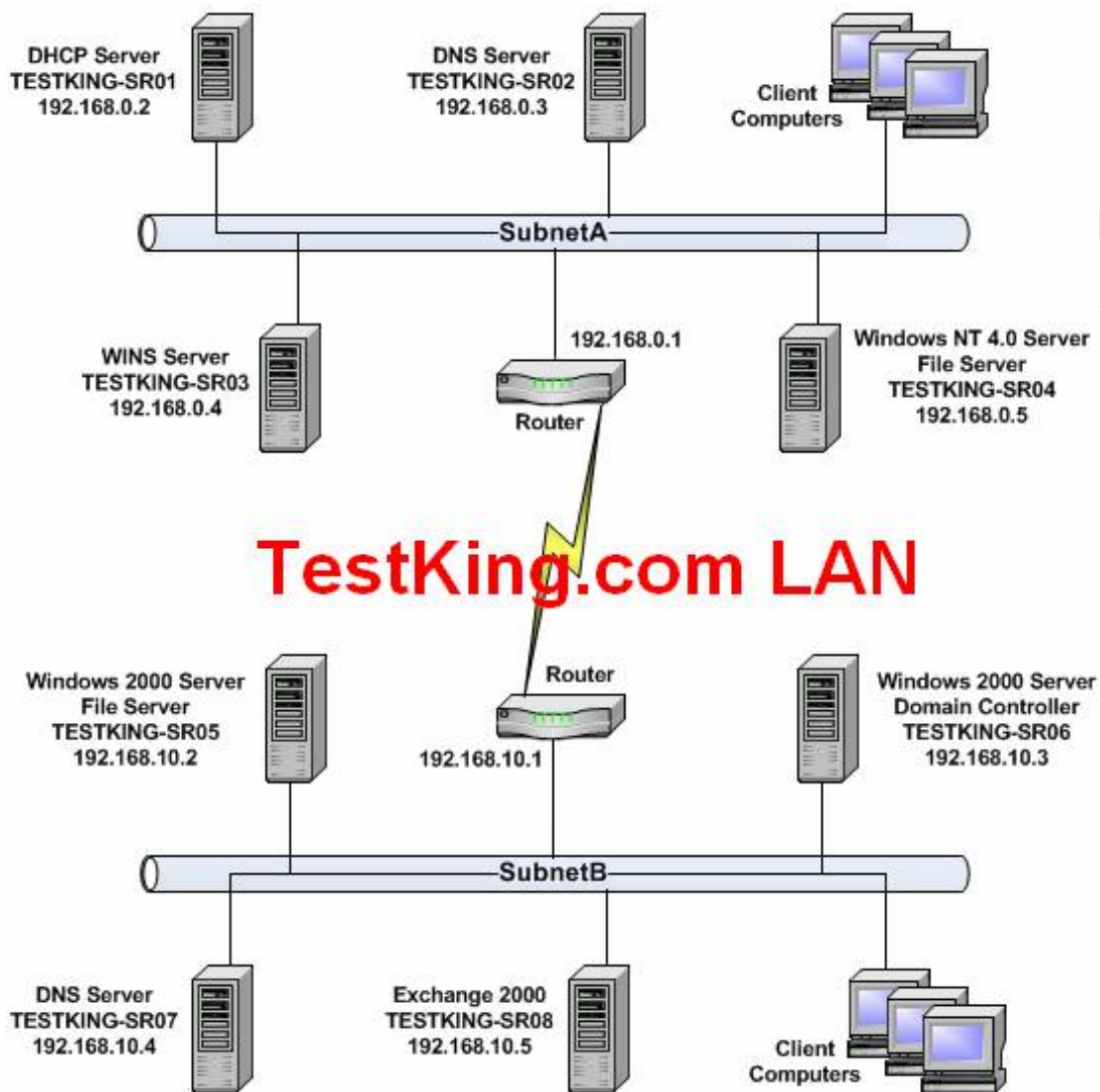
TESTKING-WS020 would not need to use the default gateway to communicate with TESTKING-WS025 if the IP address for TESTKING-WS025 was a valid address for the segment.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 324

QUESTION NO 6:

You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. The TestKing.com network contains two subnets named SubnetA and SubnetB. The TestKing.com network is shown in the Network exhibit.

Network Exhibit:



A user named Rory Allen tries to access several files that are located on TESTKING-SR04, from his Windows XP Professional client computer named TESTKING-WS123. TESTKING-WS123 is located on SubnetA.

You confirm that Rory Allen is able to connect to all the other computers on the two subnets. You run `ipconfig /all` on TESTKING-WS123, and the output displayed in the Ipconfig exhibit.

Ipconfig Exhibit:

```
C:\>ipconfig /all

Windows IP Configuration

    Host Name . . . . . : testking-ws123
    Primary Dns Suffix . . . . . : testking.com
    Node Type . . . . . : Mixed
    IP Routing Enabled. . . . . : No
    WINS Proxy Enabled. . . . . : No
    DNS Suffix Search List. . . . . : testking.com

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix. . . : 
    Description . . . . . : Intel(R) 82540EM Network Connection
    Physical Address. . . . . : 00-04-23-B9-A8-32
    Dhcp Enabled. . . . . : No
    IP Address. . . . . : 192.168.10.26
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.10.1
    DNS Servers . . . . . : 192.168.10.4
                           : 192.168.0.3
    Primary WINS Server . . . . . : 192.168.1.4
```

You need to ensure that Rory Allen is able to access the required resources on TESTKING-SR04.

What should you do?

- A. Enable DHCP on TESTKING-WS123.
- B. Change the IP address of the WINS server, named TESTKING-SR03, on TESTKING-WS123.
- C. Enable NetBIOS over TCP/IP on TESTKING-WS123.
- D. Change the NetBIOS node type on TESTKING-WS123.

Answer: B Explanation:

For Rory Allen to access resources on the Window NT 4.0 Server, named TESTKING-SR04, his computer must be able to resolve the server' NetBIOS name to its IP address. There are two ways of automatically resolving NetBIOS names:

1. Broadcast name queries
2. WINS servers

Broadcast name queries will not applicable in this scenario because TESTKING-SR04 and TESTKING-WS123 is located on different subnets. The only other reason could be that the IP address of the WINS server is incorrectly specified on TESTKING-WS123, and should therefore be changed.

Incorrect Answers:A: This could be a possibility because a DHCP server can be used to automatically provide client computers with suitable TCP/IP settings, which includes NetBIOS node type and the address of the WINS server. But since the scenario does not offer information about the DHCP settings, it is safer to assume that the IP address of the WINS server is incorrectly configured on TESTKING-WS123.

C: If NetBIOS over TCP/IP was disabled, the ipconfig /all output would clearly indicate this fact. Also, the node type would be specified as Unknown.

D: According to the output of ipconfig /all, the NetBIOS node type is set to Mixed on TESTKING-WS123. This indicates that TESTKING-WS123 will first attempt to use broadcasts to resolve the NetBIOS name. In the event that this attempt is unsuccessful, it will then try WINS server. If the IP address of the WINS server was correctly specified on TESTKING-WS123, then Rory Allen would be able to access the resources on TESTKING-SR04.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 327

QUESTION NO 7: You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All client computers on the TestKing.com network run Windows XP Professional. All computers on the TestKing.com network, excluding the domain controllers, are configured to acquire automatic TCP/IP settings from a DHCP server named TESTKING-SR15.

The TestKing.com network contains a file server, named TESTKING-SR31, which contains TestKing.com users' home directories. One day, TESTKING-SR31's power supply unit fails. You need to bring it back online as soon as possible.

You swap the failed power supply for a new one, and restart TESTKING-SR31. Later in the day, various TestKing.com users complain that they are unable to access their files on TESTKING-SR31.

You need to ensure that if TESTKING-SR31 fails in the future, TestKing.com users will be able to access their files once TESTKING-SR31 is brought back online.

What should you do?

- A. You should configure TESTKING-SR31 with a static IP address.
- B. You should ping TESTKING-SR31 from your computer.
- C. You should run the ipconfig /all command on TESTKING-SR31
- D. You should advise all TestKing.com users to restart their computers.

Answer: A**Explanation:**

Because file servers host resources that users require to do their job duties, it is important that they can access these resources regardless of different unforeseen events, for example, an unexpected change of IP address. It is therefore strongly recommended that servers be assigned a static IP address.

Incorrect Answers:**B, C:** The ping command can be used to confirm physical connectivity between computers and the ipconfig /all command will display general information about TCP/IP settings. The use of these commands will produce helpful troubleshooting information, but it will not prevent the problem from occurring again.
D: This option will immediately fix the connectivity problem because the DNS cache on the client computers will be flushed. It would not, however, prevent the problem from occurring again.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 414

Part 2: Connect to computers by using dial-up networking. A: Connect to computers by using a virtual private network (VPN) connection. (3 Questions)

QUESTION NO: 1 You work as the desktop administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A user named Mia Hamm, who connects to the Internet via a high speed DSL modem, reports that she is experiencing a problem with her VPN connection. Mia Hamm informs you that when she is connected to the Internet, as shown in the VPN exhibit, she is unable to browse the Internet through the same DSL connection.

VPN Exhibit:



What is the reason for this occurrence?

- A. Because Mia Hamm is using the DSL modem via the network card as part of the VPN setup, it will only accept PPTP.
- B. Mia Hamm did not ask her administrator to configure VPN to allow WEB access.
- C. Windows XP is unable to access resources on the Internet because the VPN connection adds a new default gateway and therefore increases the metric on the default gateway to the Internet.
- D. Windows XP can maintain only one default gateway at a time.

Answer: C
Explanation: Virtual Private Networks (VPN) connections add a new default gateway to the connection, therefore prohibiting the client from gaining any access to the Internet.

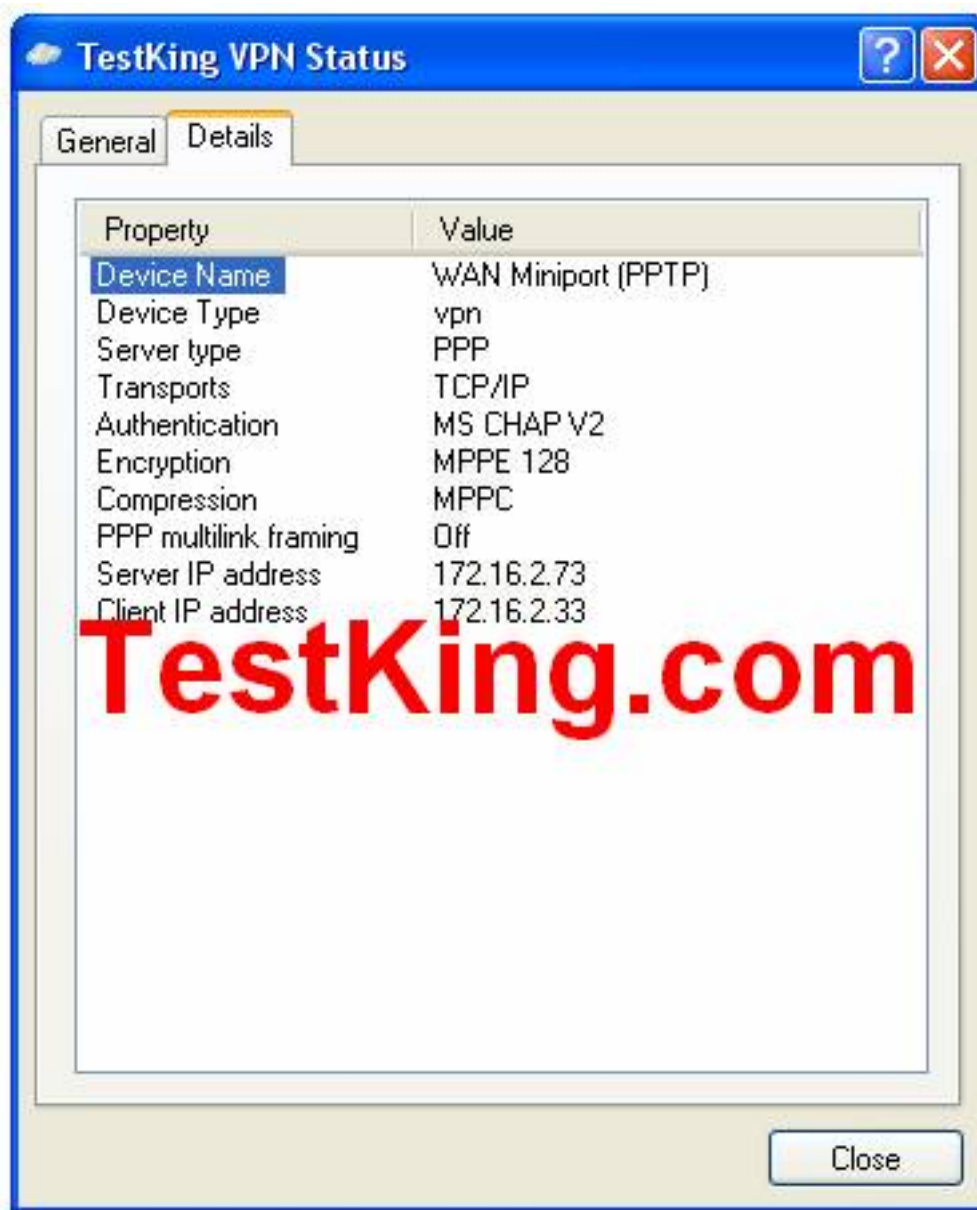
Incorrect Answers:
A: Mia Hamm will be able to communicate with computers in the LAN through the same interface, so it will accept other packets besides PPTP.

B: There are administrative defaults for shutting down this function when establishing a VPN.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 485-486

QUESTION NO 2: You work as the senior desktop administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Clive Wilson is employed as your trainee administrator. The exhibit below displays a Virtual Private Network (VPN) connection to TestKing.com's corporate network that was configured by Clive Wilson using the New Connection Wizard, using only the default settings.



You discover that the VPN connection is making use of the Point-to-Point Tunneling Protocol instead of L2TP/IPSec.

What is the reason for this?

- A. The New Connection Wizard uses 64-bit encryption, as well as PPTP.
- B. The New Connection Wizard is incapable of specifying L2TP/IPSec by default.
- C. TestKing.com's corporate VPN server that is being dialed in to uses PPTP and is not configured to utilize L2TP/IPSec.

D. The Windows XP Professional client computer does not employ a digital signature.

Answer: C
Explanation: The default for this type of VPN when configured as Automatic on a Windows XP computer is L2TP/IPSec. Therefore the problem must be that the VPN server has not been configured to use IPSec.

Incorrect Answers:
A: The New Connection Wizard would not use 64-bit encryption.

B: The default for this type of VPN when configured as Automatic on a Windows XP computer is L2TP/IPSec.

D: If you are using an L2TP-enabled VPN, then IPSec by default authenticates the computer account and provides encryption before any other steps are taken. Digital signatures are therefore not necessary.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 489

QUESTION NO 3: You work as the desktop administrator at TestKing.com. TestKing.com has its headquarters in Chicago and a branch office in Dallas and Miami.

As a result of you often traveling between the offices, you have been assigned a desktop computer at the Chicago office and a laptop computer for when you travel. Both of these computers are running Windows XP Professional.

While you are traveling, you need to access your desktop computer from the laptop computer. The Chicago office has a permanent connection to the Internet, and your computer is configured with a public IP address.

You need to set up your desktop computer as a VPN server to ensure that all communication between the computers is secure.

What should you do **FIRST** to provide VPN support on your desktop computer?

- A. Configure Internet Protocol Security (IPSec) filters.
- B. Make use of the New Connection Wizard.
- C. Enable Routing and Remote Access.
- D. Install Point-to-Point Tunneling Protocol (PPTP).

Answer: B**Explanation:** You must use the New Connection Wizard to create an incoming connection on the desktop computer.

Incorrect Answers:**A:** You do not use Routing and Remote Access to manage VPN protocols on a Windows XP Professional computer, you use it to create and configure a VPN on Windows 2000 server.

C: You do not enable VPN support by configuring IPSec filters.

D: You do not have to install PPTP in Windows XP, it is supported by default.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 499

B: Create a dial-up connection to connect to a remote access server(1 Question)

QUESTION NO 1:You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

A new Marketing department employee, named Andy Reid, makes use of his personal Windows XP Professional laptop computer for work. Andy Reid will be connecting to the TestKing.com network via a dial-up connection.

Andy Reid is used to connecting to a Windows 2000 Server network at his previous job, and is having a problem accessing the TestKing.com network via Windows NT 4.0 Remote Access Server.

Which statement is TRUE for this situation?

- A. You must change the Advanced Security Settings to allow MS-CHAP.
- B. You have to uninstall QoS Packet Scheduler.
- C. You should disable "Negotiate multi-link for single link connections".
- D. You do not have to change anything.

Answer: D**Explanation:** You can make use of the same settings on a Windows XP laptop computer to dial into a Windows NT server and a Windows 2000 server.

Incorrect Answers:**A:** The Challenge Handshake Protocol (CHAP) is already in use.

B: The QoS Packet Scheduler has nothing to do with RAS.

C: A laptop is not capable of multi-linking.

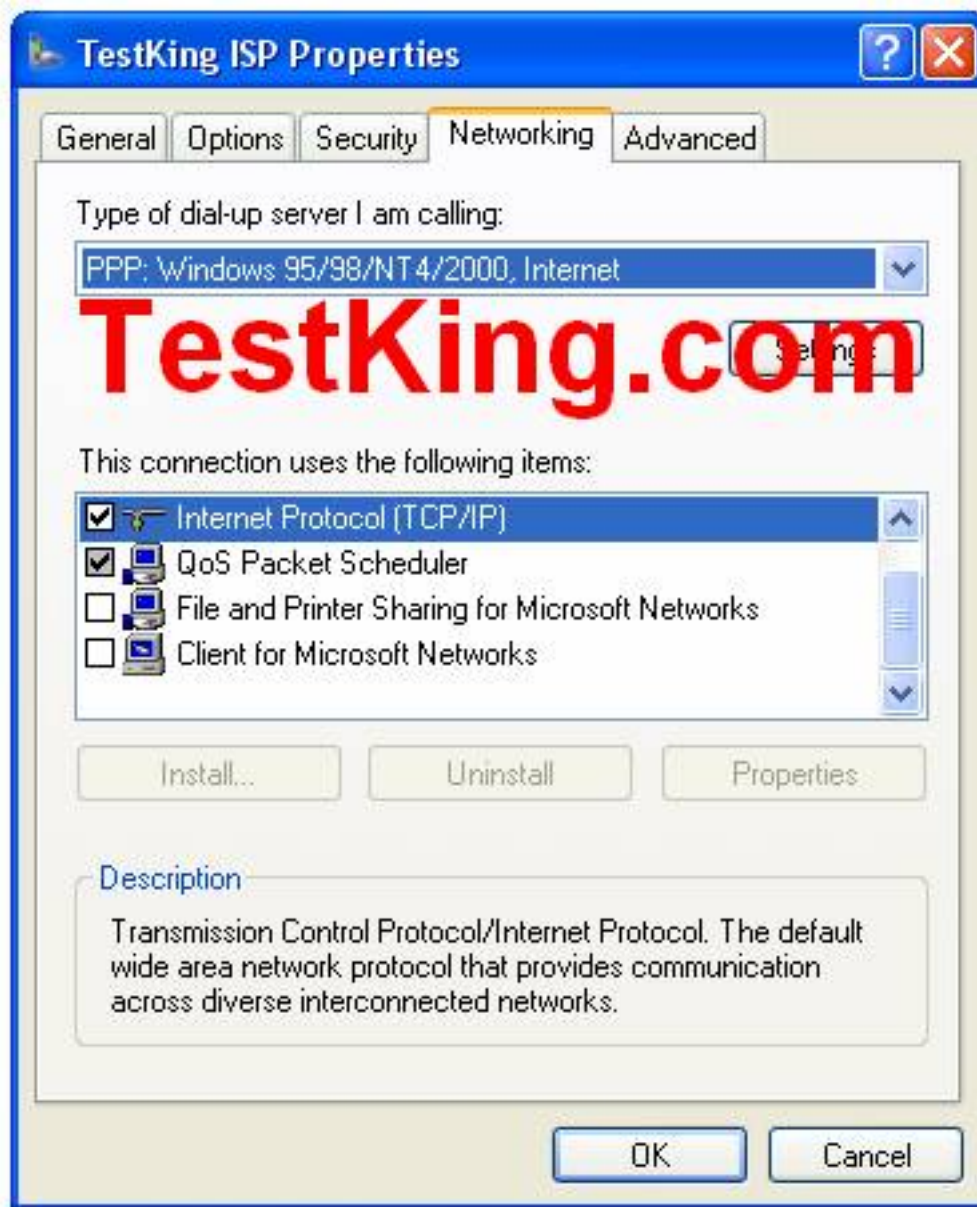
Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 498

C: Connect to the Internet by using dial-up networking(3 Questions)

QUESTION NO 1: You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. TestKing.com is currently using Windows XP Professional in a small office environment.

When you view the Networking Properties for the dial-up connection to your local ISP, you are presented with the information shown in the ISP Properties exhibit.

ISP Properties Exhibit:



You notice that the QoS Packet Scheduler is enabled by default and cannot be turned off.

What does this provide for a dial-up connection in Windows XP Professional?

- A. It allows users and specific applications to specify that some applications have a higher priority in the packet queue.
- B. It indicates that nothing is active, since the checkbox is being grayed out.
- C.

It indicates that changes can be made to specify which applications have a higher priority than others in the network.

D. It gives Windows XP Domain Controllers the ability to indicate that some applications have a higher priority in the network queue.

Answer: A
Explanation: QoS Packet Scheduler allows only users and applications to specify that certain applications have a higher priority than others in the packet queue.

Incorrect Answers:**B:**

C: Specifications regarding priority for users and applications are not made by administrators.

D: Domain controllers do not have the ability to make these specifications.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 311

QUESTION NO 2: You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. TestKing.com employs legacy servers in their infrastructure.

A new user named Andy Reid wants to know how to connect to TestKing.com's Windows NT 4.0 Remote Access Server. Andy Reid informs you that he connected to a Windows 2000 Server from his laptop computer via a dial-up connection at his previous company.

What setting is disabled by default when the user attempts to connect to the Internet using dial-up networking?

- A. Client for Microsoft Networks
- B. Allow unsecured password
- C. Enable Software Compression
- D. QoS Packet Scheduler

Answer: A
Explanation: In Windows XP Professional, the following clients services, and protocols are installed by default:

1. Clients: Client for Microsoft Networks
2. Services: File and Print Sharing For Microsoft Networks
3. Protocols: TCP/IP, with automatic addressing enabled.

Any other clients, services, and protocols must be installed separately.

Incorrect Answers:**B, C, D:** Allow unsecured password, Enable Software Compression, and QoS Packet Scheduler is enabled by default.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 317

QUESTION NO 3: You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

TestKing.com hires a sales consultant named Clive Wilson on a contract basis. Clive Wilson has signed a six month contract, and will be connecting to the corporate LAN via a dial-up connection from a Windows XP Professional laptop computer.

A new TestKing.com security policy requires that only the strongest possible encryption be used, and that smart cards are used by all contract employees for authentication over a dial-up connection.

You need to ensure that Clive Wilson can create a dial-up connection that meets these requirements. Clive Wilson creates a dial-up connection and requires help configuring encryption and authentication.

What should you tell Clive Wilson to do? (Choose all that apply)

- A. You should instruct Clive Wilson to select "Use smart card" from the "Validate my identity as follows:" drop-down list.
- B. You should instruct Clive Wilson to select "Maximum strength encryption (disconnect if server declines)".
- C. You should instruct Clive Wilson to enable "Use Extensible Authentication Protocol (EAP)".
- D. You should instruct Clive Wilson to enable "Use a certificate on this computer".
- E. You should instruct Clive Wilson to select "

Require data encryption (disconnect if none)".

F. You should instruct Clive Wilson to select MS-CHAP v2.

Answer: B, C
Explanation: To make sure that Clive Wilson's dial-up connection meets the requirements, you should instruct him to enable Advanced (custom settings) and click Settings to open the Advanced Security Settings page. You must then tell Clive Wilson to enable "Use Extensible Authentication Protocol (EAP)" and select "Smart Card or other Certificate (encryption enabled)" from the drop-down list. Since this option provides two options, you should instruct Clive Wilson to click Properties and enable the "Use my smart card" option on the Smart Card or other Certificate Properties page. To ensure that only the strongest data encryption supported by the Clive Wilson's computer is used, he should select "Maximum strength encryption (disconnect if server declines)" from the Data encryption: drop-down list on the Advanced Security Settings page.

Incorrect Answers:**A, F:** This may not provide the strongest data encryption supported by Clive Wilson's computer

D: If Clive Wilson enables this option, then he will not be able to use smart card authentication.

E: MS-CHAP v2 authentication protocol does not rely on smart cards.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 335

D: Configure and troubleshoot Internet Connection Sharing (ICS). (3 question)

QUESTION NO 1: You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A TestKing.com client computer named TESTKING-WS04 runs Internet Connection Sharing and is connected to the Internet via a cable modem as shown in the Network exhibit.

Network Exhibit:



You use a client computer named TESTKING-WS01. One morning, you attempt to navigate to an Internet Web site from TESTKING-WS01 and find that you are unable to. You then run the netstat -r command on TESTKING-WS01. The output from the netstat -r command is shown in the Netstat exhibit.

Netstat Exhibit:

```

C:\>netstat -r

Route Table
=====
Interface List
0x1 ..... MS TCP Loopback interface
0x10003 . . . . . 00 50 ba 5b c4 3f . . . . . 3Com 10/100 Adapter
=====
Active Routes:
Network Destination        Netmask          Gateway          Interface        Metric
0.0.0.0                    0.0.0.0          192.168.0.10     192.168.0.26     20
127.0.0.0                  255.0.0.0        127.0.0.1        127.0.0.1        1
192.168.0.0                255.255.255.0    192.168.0.26     192.168.0.26     20
192.168.0.26              255.255.255.255  127.0.0.1        127.0.0.1        20
192.168.0.255             255.255.255.255  192.168.0.26     192.168.0.26     20
224.0.0.0                  240.0.0.0        192.168.0.26     192.168.0.26     20
255.255.255.255           255.255.255.255  192.168.0.26     192.168.0.26     1
Default Gateway:          192.168.0.10
=====
Persistent Routes:
None
C:\>

```

You need to ensure that TESTKING-WS01 can access the Internet via TESTKING-WS04.

What should you do?

- A. On TESTKING-WS04, configure the network interface card (NIC) that is connected to the internal LAN to use automatic TCP/IP addressing.
- B. On TESTKING-WS01, change the subnet mask to 255.255.255.0.
- C. On TESTKING-WS01, change default gateway to 192.168.0.1.
- D. On TESTKING-WS01, disable Internet Connection Firewall (ICF).

Answer: C
Explanation: The computer running ICS has two NIC's connected; one connected to the Internet, and one connected to the internal LAN. To allow the users of all other computers to access the Internet, ICS should be enabled on the computer that connects to the Internet. Once ICS is enabled, the operating system automatically assigns an IP address of 192.168.0.1 to the NIC connected to the internal LAN. The other computers on the LAN should be configured to receive their TCP/IP setting either automatically or manually. If the computers are configured to receive their TCP/IP settings automatically, the computer on which ICS is enabled will assign IP addresses from 192.168.0.2 through 192.168.0.254, a subnet mask of 255.255.255.0 and a default gateway of 192.168.0.1 to client computers. In this scenario, it appears that TESTKING-WS01 has a statically assigned IP address. The output of netstat -r indicates that you computer has been assigned an IP address of 192.168.0.26, a subnet mask of 255.255.255.0 and a default gateway of 192.168.0.10. This indicates that the TCP/IP settings were not configured automatically, and should therefore TESTKING-WS01's default gateway to 192.168.0.1.

Incorrect Answers:
A: You cannot configure the NIC that is connected to the hub on the ICS computer to automatically receive its TCP/IP settings because ICS will automatically assign a static IP address of 192.168.0.1 to the computer's NIC that you specify as connected to the internal LAN, when ICS is enabled on a NIC that you specify as connected to the Internet.

B: The computer already has this subnet mask configured.

D: ICF functions as a packet filter, and when enabled it can protect your computer from unauthorized access over a network connection. Whether this feature is enabled or disabled, it will have no effect on the default gateway.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 704

QUESTION NO 2: DRAG DROP You work as the network administrator at TestKing.com. TestKing.com's network consists of a peer-to-peer network with eight computers running Windows XP Professional.

You connect to the Internet via a DSL connection that is shared through a multi-homed computer on the network named TESTKING-SR06. The DSL modem being used is an advanced Cisco model that runs the latest embedded OS.

You receive reports that several users are having trouble connecting to the Internet.

What must you do restore Internet connectivity?

To answer, select the correct actions from the left and place it in the Work Area on the right from the easiest to the most complex. (You may not need to use all of the actions)

Action, Select from these	Work Area
The modem should be cold booted.	Place here.
The multi-homed computer should be restarted.	Place here.
ICS should be stopped and then restarted.	Place here.
All the networks computers should be restarted.	Place here.
The ICS connection must be disconnected and the network connection reconnected.	Place here.

Answer:

**Action,
Select from these**

The modem should be cold booted.

The multi-homed computer should be restarted.

ICS should be stopped and then restarted.

The ICS connection must be disconnected and the network connection reconnected.

Work Area

All the networks computers should be restarted.

Place here.

Place here.

Place here.

Place here.

Explanation: You need to start the troubleshooting process with the easiest procedure available and then progress to the next hardest action on the list until you have found the problem or more symptoms that could lead you to the problem.

The quickest step to take is to cold boot the modem by powering the device off and then on again. If this does not fix the problem, you should then stop and restart ICS. Restarting a service often clears up problems related to the service. If the problem is still not cleared up, you should restart the multi-homed computer. If any errors are reported during startup, you must determine the cause of the errors, and then eliminate the cause. If none of the previous steps cleared up the problem, you have to disconnect and then re-connect the network connection from the ICS computer to the local network.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, pP. 344-346

QUESTION NO 3:

You work as the network administrator at TestKing.com. TestKing.com has a small Marketing office located in a city outside of the main office region.

The Marketing office has 10 users and 12 computers, which are plugged into a Layer-2 switch that uses the 10.10.10.0/24 subnet range. Four of the users, who have modems on their machines, are able to dial in to the local ISP. Access to the main office is obtained through a frame relay router that is also plugged into the switch. You decide to use the network wizard to implement ICS at the Marketing office so that all the users can utilize ICS to access the Internet. You use the setup disk that was created by the network wizard on another computer.

Some of the Marketing office computers will be receiving XP upgrades. You would like to connect to the Internet via a cable modem. You make use of ICS with the default settings on your computer. At present your computer has two network cards, one for the modem and another that is connected to the main switch. The switch alters the Internet interface configuration so that ICS is active. You then find that you are able to browse the Internet, but the other 11 computer cannot.

What could the main reason for this problem be?

- A. You need to enable each of the computers to have access to the internet ICS.
- B. You need a domain controller.
- C. You need to select the correct services that are running so as to allow access to the Internet.
- D. ICS alters the IP address of the Ethernet card connected to the switch to 192.168.0.1.

Answer: D
Explanation: ICS will alter the IP address by default. Since the other computers have not been altered to reach this IP address, they will not be able to reach the ICS computer in order to gain Internet access.

Incorrect Answers:
A: This is incorrect because ICS enables each of the computers to have access to the Internet via the Ethernet card connected to the switch by default.

B: This is incorrect because Internet users do not need to access services in your specific network.

C: This is incorrect because the network wizard will not complete these assigned tasks if it is functioning in a domain.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, pP. 341-342

Part 3: Connect to resources by using Internet Explorer(3 questions)

QUESTION NO 1: You work as the help desk technician at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

The TestKing.com network contains a file server, named TESTKING-SR01, which stores the Company_Policies shared folder that contains several Microsoft Word documents.

You have been instructed to review the HelpDesk.doc, which is located in Company_Policies from your Windows XP Professional laptop computer.

You need to open and view HelpDesk.doc via Internet Explorer.

What must you do?

- A. Type http/TESTKING-SR01/Company_Policies/HelpDesk.doc in the Address bar in Internet Explorer.
- B. Type file:// TESTKING-SR01/Company_Policies/HelpDesk.doc in the Address bar in Internet Explorer.
- C. Select Open from the File menu in Internet Explorer, browse to HelpDesk.doc and enable Open as Web Folder.
- D. Type TESTKING-SR01/Company_Policies/HelpDesk.doc in the Address bar in Internet Explorer.

Answer: B
Explanation: You should type a Uniform Resource Locator (URL) in the Address bar to access a resource via Internet Explorer. A properly formatted URL first specifies a protocol identifier (such as http, ftp or file), followed by a colon or two forward slashes. You should then specify the name or IP address of server on which the resource resides, followed by one forward slash. If the resource that you are attempting to access resides in a shared folder, then you should type either the name of a Web server, or the name of a Server Message Block (SMB)-based share. SMB-based shares are implemented as regular file shares whereas Web shares are implemented as virtual folders on computers that are running Internet Information Services (IIS). If you need to access a specific file through Internet Explorer, you should also type the name of the file in the Address bar. In this scenario the file that you want to access is in an SMB-based share.

Incorrect Answers: **A: If Company_Policies were implemented as a Web share with an alias of Company_Policies, then typing**

http/TESTKING-SR01/Company_Policies/HelpDesk.doc would be correct.

C: This option would be correct if the file that you want to access resides in a Web share.

D: Since there is no protocol identifier specified, http is assumed. This option now becomes the equivalent of option A.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, pP. 521-522

QUESTION NO 2: You work as a help desk technician at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all clients run Windows XP Professional.

TestKing.com has just hired a new application developer named Kara Lang. Kara Lang has been assigned to the Research and Development department. Kara Lang requires access to various Web applications that are stored in the dev folder on a file server named TESTKING-SR24. One morning, she calls to say that while she was checking out various settings, she clicked on File and then Open. She then used the standard company portal address as a URL, and also checked the "Open as Web Folder" option as shown in the File Open exhibit.

File Open Exhibit:



What is the result of enabling this feature?

- A. It will implement Web folders that are useful for WebDAV and Enterprise servers only.
- B. If the Web server has been correctly configured, then the user will be able to access network resources as if she were using Windows Explorer.
- C. This will allow the user to copy all available public folders onto TESTKING-SR24 and view them offline.
- D. The computer will display a blank screen, or the computer will present a dialog box asking if you want to view the default view.

Answer: B
Explanation: Application services such as Share Point Portal Server, Microsoft Exchange, WebDAV, and Front Page Server can create Web folders so that network and file resources can be viewed through Internet Explorer as if though the user were using Windows Explorer.

Incorrect Answers:
A: As noted in the explanation, Web folders can be used by various applications.

C: This configuration will not allow the user to copy the Web pages onto TESTKING-SR24 and then view them offline because she is viewing files.

D: This will happen if the URL pointed to a server that did not support Web Folders.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 522

QUESTION NO 3: You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All client computers on the TestKing.com network run Windows XP Professional.

A user, named Rory Allen, reports that he is unable to connect to a Web site that he connected to a few days ago. You believe that the name cache on Rory Allen's computer contains outdated information for the Web site.

You have to flush the name cache on Rory Allen's computer.

What should you do to accomplish this goal?

- A. Run the nslookup command.

- B. Run the ipconfig /flushdns command.
- C. Run the nbtstat command.
- D. Run the netstat command.

Answer: B
Explanation: Since Rory Allen is trying to access a web site, his computer is attempting to resolve a host name. The ipconfig /flushdns command line utility is used to clear the host name cache on a computer.

Incorrect Answers:
A: This utility is used to issue queries to a DNS server.

C: This utility deals with the NetBIOS

D: The netstat utility is used to display information about existing TCP/IP connections and sessions.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 423

Part 4: Configure, manage, and implement Internet Information Services (IIS). (2 questions)

QUESTION NO 1: You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. You are currently managing a Windows XP Professional computer named TESTKING-WS218 that is protected by a firewall. Internet Information Services (IIS) is installed on TESTKING-WS218.

You reconfigure the default Web site for secure access using Secure Sockets Layer (SSL) with the default settings. A few hours later, users start complaining that they are unable to access the Web site from the Internet. TestKing.com users are able to access the Web site from the corporate LAN.

You need to ensure that users on the Internet can access the Web site.

What should you do?

- A. Open Transmission Control Protocol (TCP) port 80 on the firewall.
- B. Open Transmission Control Protocol (TCP) port 443 on the firewall.
- C. Open Transmission Control Protocol (TCP) port 119 on the firewall.
- D. Open Transmission Control Protocol (TCP) port 563 on the firewall.

Answer: B Explanation: Port 443 is the port reserved for Hypertext Transfer Protocol (HTTP) access when SSL is enabled.

Incorrect Answers: **A:** TCP port 80 is the default port for HTTP without SSL.

C: TCP port 119 is the default port for the Network News Transport Protocol (NNTP).

D: TCP port 563 is the default port for NNTP with SSL.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 522

QUESTION NO 2: You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

A TestKing.com Web designer, named Andy Booth, creates a Web site on a Windows 2000 Server computer that also runs Internet Information Services (IIS). The computer is named TESTKING-SR17, and the Web site is called MySite. Only Andy Booth will access MySite from his Windows XP Professional computer named TESTKING-WS234.

When Andy Booth attempts to access MySite from TESTKING-WS234 using Internet Explorer, he is unable to.

Andy Booth needs to access MySite from TESTKING-WS234 for testing purposes.

What should Andy Booth do?

- A. Andy Booth should add an Address (A) record for the IIS computer name to DNS.
- B. Andy Booth should register the IIS computer name with a WINS server.
- C. Andy Booth should add a record for MySite to the local Hosts file on TESTKING-WS234.
- D. Andy Booth should move the Web content of the new site to the \Inetpub\MySite folder on TESTKING-SR17.

Answer: C

Explanation: Support for multiple Web sites on the same computer started with IIS version 4.0. Host header names can be used to distinguish between multiple Web sites that are hosted on the same computer. If a host header name is assigned to a Web site, then that name has to be resolvable to the computer's IP address. To access the Web site from your computer, the name of the Web site should either be registered with DNS or in the local Hosts file. Since Andy Booth is the only user that will be accessing MySite, adding a record for MySite to the local Hosts file on his computer will be enough.

Incorrect Answers:**A:** Since MySite is a host header name, Andy Booth will not be able to access that Web site with a computer name.

B: This option is irrelevant to the problem.

D: Andy Booth does not need to move the Web content, because the Web content can be placed anywhere as long as the correct path is specified in the Web site's Properties.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 421

Part 5: Configure, manage, and troubleshoot Remote Desktop and Remote Assistance (6 Questions)

QUESTION NO 1: You work as a help desk technician at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

A TestKing.com employee, named Rory Allen, occasionally works from home on his Windows XP computer. When Rory Allen does work from home, he normally dials in to an ISP and establishes a VPN connection to the corporate LAN.

Earlier today Rory Allen called you to report that he is unable to access certain resources on the network. You instruct Rory Allen to send you a Remote Assistance invitation. Immediately after sending you the invitation, Rory Allen disconnects from the ISP and calls you for further instructions. You accept the invitation, but find that you are unable to connect to Rory Allen's computer.

You need to establish a Remote Assistance connection to Rory Allen's computer.

What should you do to achieve this goal?

- A. Instruct Rory Allen to dial in directly to the corporate LAN and resubmit the invitation.
- B. Instruct Rory Allen to resubmit the invitation and to stay online.
- C. Instruct Rory Allen to resubmit the invitation as an e-mail attachment.
- D. Ping Rory Allen's computer.

Answer: B
Explanation: The Remote Assistance feature in Windows XP can be used to provide support for users at remote locations whose computers are running Windows XP Professional. A user can send an invitation via MSN Messenger, as an e-mail attachment or in a file to initiate a Remote Assistance session. A connection to the remote computer will automatically be established when the invitation is accepted. Because Rory Allen has disconnected from the Internet, you are prevented from establishing that connection.

Incorrect Answers:
A: Instructing Rory Allen to dial indirectly to the corporate LAN is unnecessary since there is nothing wrong with the connection itself.

C: Since you have successfully received the invitation via MSN Messenger, it is unnecessary to make use of e-mail as an alternative method of resubmitting the invitation.

D: The ping command can be utilized to confirm a physical connection to Rory Allen's computer, but it will not allow you to establish a Remote Assistance connection.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 659

QUESTION NO 2: You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

Dean Austin and Andy Booth have recently joined TestKing.com and will both be working on a new project from different departments. The testking.com domain contains a Novell Server named TESTKING-SR10, through which Dean Austin and Andy Booth's e-mail and collaboration requirements are routed. The TestKing.com network also includes a Windows 2000 Server that stores all files. Internet access passes through a hardware firewall that allows http, ssh and https traffic.

You have just completed the migration of TestKing.com's desktop computers from Window 95 to Windows XP Professional.

TestKing.com wants you to enable the Remote Assistance feature for collaborative purposes. You discover that even though all the Windows 2000 Server and Windows XP Professional machines reside in the same domain, Remote Assistance will not work.

You must ensure that Dean Austin and Andy Booth can work with each other via the Remote Assistance function

What must you do?

- A. You must reconfigure the hardware firewall so that windows messenger can contact the messenger service to send the request for Remote Assistance.
- B. You must instruct Dean Austin and Andy Booth to configure Outlook or Outlook Express as the default e-mail first, and then they can use Outlook to send requests for Remote Assistance to each other.
- C. You must instruct Dean Austin and Andy Booth to attach a Remote Assistance Request to a file and then send it whenever they need to make a request for Remote Assistance. The file extension for the request has to be .msrincident.
- D. You must give Dean Austin and Andy Booth administrative privileges to implement Remote Assistance.

Answer: C
Explanation: Dean Austin and Andy Booth will be able to collaborate across the network if the attach a Remote Assistance Request to a file and the send that file whenever they need to make a request for Remote Assistance.

Incorrect Answers:
A: Reconfiguring the hardware firewall will work in theory, but since it entails making a global security change throughout the organization just to achieve this one goal makes it impractical.

B: Dean Austin and Andy Booth are not able to choose a different e-mail client because this requires administrative level abilities that they do not currently have.

D: The question does not mention either of the two requiring administrative privileges; therefore giving it to them is not a good solution.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 687

QUESTION NO 3: You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

A user named Mia Hamm asks you to install Internet Information Server (IIS) on her Windows XP Professional laptop computer. Mia Hamm explains that she wants to allow certain clients access to market information files via their Web browsers.

You are rather concerned about this because Mia Hamm often takes her laptop home. On these occasions she connects to the Internet through her local ISP, and then leaves the Internet connection open all day.

You want to secure Mia Hamm's Web server so that clients are only allowed to connect to the Web server via her laptop's Ethernet card.

What should you do?

- A. Tell Mia Hamm that she can only use the laptop for dial-up access when at home, but that she can log on to the entire domain when she is at work.
- B. Allow the Web server to only listen for a specified IP address that is used internally when Mia Hamm is connected to the corporate network, and also disable socket pooling.
- C. Do not do anything because when you make use of Windows XP Professional in conjunction with IIS, IIS is secured automatically if the default installation procedure is used.
- D. Instruct Mia Hamm to set file permission with passwords so that only specific client user accounts can access the Web sharing files.

Answer: B
Explanation: Socket pooling should be disabled so that the Web server does not check for all addresses, but instead listens to the specified one. This procedure also allows the W3SVC to be accessed through a specified IP address only.

Incorrect Answers:
A: This does not solve the problem because the Web server is not being secured.

C: IIS is not automatically secured through the default installation, it must be configured manually.

D: Setting up file permissions takes too much time and requires password authentication.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, pP. 661-663

QUESTION NO 4:

You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

TestKing.com requires you to support eight users stationed at one of TestKing.com's remote offices, who work on Windows XP Professional client computers. This remote office has a firewall configured.

You must ensure that you can support these users with the Remote Assistance feature of Windows XP via an open port or ports on the firewall.

What port or ports have to be open?

- A. UDP port 88 and TCP port 88.
- B. UDP port 69.
- C. TCP port 3389.
- D. TCP port 3268

Answer: C
Explanation: When a user's computer is protected by a firewall, by an ICS computer, or by a Network Address Translation (NAT) device, you can support that user if the user uses Windows Messenger to initiate a remote assistance request and TCP port 3389 is open to allow Terminal Services traffic.

Incorrect Answers:
A: These two ports are used by Kerberos, which is the authentication mechanism used in Active Directory.

B: This port is used by the Trivial File Transfer Protocol (TFTP), but during Remote Assistance sessions the Windows Messenger is responsible for file transfers.

D: TCP port 3268 is the port to which global catalog queries and requests are directed.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 665

Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 696

QUESTION NO 5: You work as a help desk technician at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com.

A user in the Marketing department, named Andy Reid, works from his Windows XP Professional laptop computer when he visits customers. Andy Reid frequently contacts you to ask the same questions when he is visiting clients.

You decide to use Remote Assistance to minimize the time spent on answering Andy Reid's questions.

You need to ensure that Andy Reid's questions are answered as soon as possible.

What should you do?

- A. After establishing a Remote Assistance connection, instruct Andy Reid to use the Whiteboard feature in MSN Messenger.
- B. Place a text file that contains the answers to Andy Reid's most frequently asked questions in a shared folder on a file server.
- C. Send Andy Reid a file that contains the answers to his most frequently asked questions as an e-mail attachment.
- D. Send Andy Reid a file that contains the answers to his most frequently asked questions during Remote Assistance sessions.

Answer: D
Explanation: The Remote Assistance feature in Windows XP can be used to provide support for users at remote locations whose computers are running Windows XP Professional. A user can send an invitation via MSN Messenger, as an e-mail attachment or in a file to initiate a Remote Assistance session. A connection to the remote computer will automatically be established when the invitation is accepted. You can create a text file that contains the answers to Andy Reid's most frequently asked questions, and then send it to him during Remote Assistance sessions when he asks similar questions. This would minimize the time you spend supporting Andy Reid.

Incorrect Answers:
A: The Whiteboard feature in MSN Messenger would not minimize the time you spend answering Andy Reid's technical support calls.

B: The question states that Andy Reid's questions must be answered as soon as possible. This option involves connecting to the corporate LAN, and then browsing to the shared folder that contains the files.

C: This is also a possibility, but because the scenario does not say whether Andy Reid has e-mail access when he is not in the office, you might not be able to send the file to him as an e-mail attachment.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 665

QUESTION NO 6: You work as a help desk technician at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Amy Wilson is a user in the Marketing department that works from a Windows XP Professional laptop computer named TESTKING-WS101 when she visits customers. Amy Wilson calls you to ask for assistance with certain configuration settings that she would like to modify on TESTKING-WS101. Amy Wilson sends you a Remote Assistance invitation, which you accept.

You find that while you can view Amy Wilson's desktop, you are unable to take control of TESTKING-WS101.

You need to ensure that you are able to take control of TESTKING-WS101.

What should you do?

- A. You should tell Amy Wilson to enable "Allow this computer to be controlled remotely" on the Remote tab of System Properties in Control Panel.
- B. You should tell Amy Wilson to submit the invitation again, and then accept it again.
- C. You should enable the "Solicited Remote Assistance" policy on your desktop computer.
- D. You should tell Amy Wilson to make sure that the World Wide Web Publishing service is running on TESTKING-WS101.

Answer: A
Explanation: The Remote Assistance feature in Windows XP can be used to provide support for users at remote locations whose computers are running Windows XP Professional. A user can send an invitation via MSN Messenger, as an e-mail attachment or in a file to initiate a Remote Assistance session.

Incorrect Answers: **B:** Establishing a Remote Assistance connection is not the problem, it is taking control of Amy Wilson's computer that needs to be resolved. This option will resolve the issue.

C: This option is not installed on Windows XP Professional computers by default.

D: This policy controls the ability of a user to send Remote assistance invitations.

Therefore, it does not matter if it is configured on your computer or not because you are receiving the invitation.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, pP. 665-667

Part 6: Configure, manage, and troubleshoot an Internet Connection Firewall (ICF). (4 Questions)

QUESTION NO 1: You work as the administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. The TestKing.com network contains three Windows 2000 Server computers and 50 Windows XP Professional client computers. The TestKing.com network is not connected to the Internet.

A user named Rory Allen works in the Marketing department. Rory Allen often travels to customer sites. When in the office, Rory Allen uses a desktop computer named TESTKING-WS270 and uses a laptop named TESTKING-WS290 when he visits customers. Rory Allen requires an e-mail account to communicate with TestKing.com customers. You purchase a cable modem for TESTKING-WS270 and connect TESTKING-WS270 to the Internet via an ISP.

Rory Allen wants to be able to access his e-mail when he is at customer sites. You establish a remote desktop connection from Rory Allen's laptop computer TESTKING-WS290 to TESTKING-WS270. You are, however, concerned about security because service pack 2 is not installed on TESTKING-WS270. You are also concerned that Rory Allen will leave TESTKING-WS270 running while he is not at the office.

You want ensure that unauthorized users are not able to access TESTKING-WS270 over the Internet.

What should you do to achieve this goal?

- A. On TESTKING-WS270, enable Allow Remote Assistance information to be sent to this computer.
- B. On TESTKING-WS270, enable Allow this computer to be controlled remotely.
- C. On TESTKING-WS270, disable Allow users to connect to remotely to this computer.
- D. On TESTKING-WS270, enable Internet Connection Firewall (ICF) and open TCP port 3389.

Answer: D

Explanation: ICF provides packet-filtering functionality that can protect your computer from unauthorized access through a network connection. When ICF is enabled on a computer, certain types of access can be allowed through the firewall by opening the required TCP ports. TCP port 3389 is the port associated with remote desktop connections.

Incorrect Answers:**A:** Although the Remote Assistance feature uses the same technology as the Remote Desktop feature, it does not provide the same type of access.

B: This option is available on the Remote Assistance Settings page, and is enabled by default.

C: This option should be enabled so that you can connect to your computer and establish a remote desktop connection from your laptop computer to your home.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 665

Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 696

QUESTION NO 2: DRAG DROP You work as the desktop administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. You are currently using a Windows XP Professional computer.

You have enabled both Internet Connection Sharing (ICS) and the Internet Connection Firewall (ICF) for a dial-up networking connection defined on your computer, and you have not changed the default configuration settings for ICF.

What Clients and Network Services can you utilize on ICS client computers located the same LAN as the ICF computer, without altering your normal operating procedures?

Answer by placing the correct options from the left in the space provided in the Work Area on the right.

**Options,
Select from these**

Microsoft Outlook 2000
Microsoft Outlook Express
Remote Assistance
Remote Desktop

Work Area

Place here.
Place here.
Place here.
Place here.

Answer:

**Options,
Select from these**

Microsoft Outlook 2000
Remote Desktop

Work Area

Microsoft Outlook Express
Remote Assistance
Place here.
Place here.

Explanation: You can use Outlook Express and Remote Assistance with the default ICF settings without modifying your normal operating procedures. By default, ICF allows network traffic from external sources through a connection only when a request for that source originated from the ICF computer or an ICS client computer.

Outlook Express is an e-mail and news client service that contact servers to request that messages be down loaded. ICF will allow responses to those requests to be returned to computers on the internal network because the requests originate from the client.

Remote Assistance is a Windows XP feature that allows you to request assistance from a user who is working on another computer. ICF will allow responses to those requests to be returned to computers on the internal network because the requests originate from the client.

QUESTION NO 3: You work as the help desk technician at TestKing.com. TestKing.com is a large Internet Service Provider (ISP) that is situated in Chicago.

Amy Walsh is a TestKing.com client who connects to the Internet via a cable modem connected to her Windows XP Professional PC. One day, Amy Walsh calls you to ask for assistance. Amy Walsh explains that she attempted to pay her ISP account via the internet, but could not access TestKing.com's secure Web site. You try to ping Amy Walsh's computer, but the request times out.

You ask Amy Walsh to check the Internet Connection Firewall (ICF) settings on her computer. Amy Walsh informs that ICF has been enabled with the default settings.

You need to successfully ping Amy Walsh's computer, before you can start to resolve the problem.

What should you do?

- A. You should instruct Amy Walsh to enable "Allow incoming echo request" on the ICMP tab in Advanced Settings of her Internet connection's Properties.
- B. You should instruct Amy Walsh to click "Restore Defaults" on the Security Logging tab in Advanced Settings of her Internet connection's Properties.
- C. You should instruct Amy Walsh to enable "Allow other network users to control or disable the shared Internet connection" on the Advanced tab of her Internet connection's Properties.
- D. You should instruct Amy Walsh to enable "Web Server (HTTP)" on the Services tab in Advanced Settings of her Internet connection's Properties.

Answer: A

Explanation: ICF is a packet filter that monitors traffic originating from other computers on your LAN, and allows incoming traffic only in response to those requests. Since ICF is configured with the default settings, all unwanted incoming traffic is dropped. This includes all ICMP traffic, such as the ping command. If you want to successfully ping Amy Walsh's computer, you should tell her to enable "Allow incoming echo request" on the ICMP tab in Advanced Settings of her Internet connection's Properties. This will allow you to receive a normal response from Amy Walsh's computer.

Incorrect Answers:**B:** This option deals only with logging, and do not affect any other ICF settings.

C: This option controls the ability to manipulate the ICS settings on Amy Walsh's computer from other computers on her home LAN.

D: If Amy Walsh uses this option, external users will be allowed to access a Web server on her computer or on another computer on her home LAN.

Reference:Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, pP. 573-575

QUESTION NO 4:You work as the help desk technician at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Andy Reid works in the marketing department at TestKing.com. Andy Reid often works from home, and has been assigned a Windows XP Professional laptop computer named TESTKING-WS016.

On this particular day, Andy Reid informs you that he worked from home the day before. Andy Reid says that he created a new dial-up connection from TESTKING-WS016, after logging on with his domain user account. When Andy Reid attempted to enable Internet Connection Firewall (ICF), he found that he was unable to.

You need to make sure that Andy Reid has the ability to enable ICF for the new dial-up connection that he wants to create.

What should you do?

- A. You should enable "Allow other network users to control or disable the shared Internet connection" on the Advanced tab of Andy Reid's Internet connection's Properties.
- B. You should enable "Web Server (HTTP)" on the Services tab in Advanced Settings of Andy Reid's Internet connection's Properties.
- C. You should instruct Andy Reid to make use of his local user account when dialing in to the corporate network.
- D. You should disable the local "Prohibit use of Internet Connection Firewall on your DNS domain network" policy on TESTKING-WS016.

Answer: D
Explanation: Andy Reid's ability to enable ICF can be controlled by the local "Prohibit use of Internet Connection Firewall on your DNS domain network" policy that can be accessed via the following the path:

Computer Configuration/Administrative Templates/Network/Network Connections

The ICF option found on the Advanced tab of the connection's Properties sheet will become unavailable if this policy is enabled. It seems that this policy has, in fact, somehow been enabled on TESTKING-WS016. You should therefore disable this policy to allow Andy Reid to enable ICF for the new dial-up connection that he wants to create.

Incorrect Answers:
A: Using this option will allow users on home or small office networks to control ICS on the host computer.

B, C: If Andy Reid does this, he will be unable to access resources on the corporate LAN.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, *Configuring and Troubleshooting Windows XP Professional*, Syngress Publishing, Rockland MA, 2001, P. 575

Topic 7, Configuring, Managing, and Troubleshooting Security (36 Questions)

Part 1: Configure, manage, and troubleshoot Encrypting File System (EFS). (9 Questions)

QUESTION NO: 1

You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A TestKing.com user named Mia Hamm works in the Sales department. Mia Hamm uses a client computer named TESTKING-WS270. Mia Hamm uses Encrypting File System (EFS) to store encrypted documents on TESTKING-WS270. Mia Hamm resigns from TestKing.com. Other users in the Sales department have requested you to recover the encrypted files on TESTKING-WS270.

You attempt to recover the encrypted documents but find that all your attempts to do so fail. To prevent this issue from reoccurring, you decide to prevent each Windows XP Professional computer user from using EFS to encrypt documents.

You must prevent all Windows XP Professional computer users from using EFS.

How will you accomplish this task?

- A. On each Windows XP Professional computer, disable EFS.
- B. Create and apply an empty EFS policy.
- C. On TESTKING-WS270, configure the local security policy settings so that documents can no longer be encrypted.
- D. Remove the existing EFS policy.

Answer: A**Explanation:** The reason why you are unable to recover the encrypted files on Mia Hamm's computer is probably due to no recovery agents being specified locally on the Windows XP Professional computers, or in Active Directory in Group Policy Objects(s). A recovery agent has to be specified to recover encrypted files.

With Windows XP Professional, EFS still works if there are no recovery agents specified. The question states though that you need to prevent all Windows XP Professional computer users from using EFS. You do this by configuring the local security policy settings on all Windows Professional computers. The setting you have to deactivate is the Allow users to encrypt files using Encrypting File System (EFS) option.

Incorrect answers:**B:** TestKing.com users are using Windows XP Professional computers. With Windows XP Professional computers, EFS still works if an empty EFS policy is applied. You have to disable EFS to prevent users from encrypting files.

C: The question states that you have to prevent all users from encrypting files

. You must disable EFS in the local security policy on all Windows XP Professional computers, and not only on Mia Hamm's computer.

D: With Windows XP Professional computers, EFS still works if no EFS policy is applied. You must therefore disable EFS to prevent users from encrypting files.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 314-316.

Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 546-548.

QUESTION NO: 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Rory Allen is the CIO of TestKing.com. Rory Allen has created several confidential financial files on his personal computer. Rory Allen has informed you that he wants his financial files stored on a server so that they can be included in the routine backup process.

You move all Rory Allen's confidential financial files to a file server named TESTKING-SR14. The following day Rory Allen informs you that other users have accessed his financial files. Due to the nature of his position in the company, Rory Allen wants only himself to have access to his confidential files on TESTKING-SR14. No other TestKing.com managers and employees must have access to these files and be able to read its contents. Rory Allen however intends to allow other managers to access the files in a few months time.

You must immediately configure the required security so that only Rory Allen can access his confidential financial files on TESTKING-SR14.

Under these circumstances, which method should you use to configure security?

- A. Use share permissions.
- B. Use IP Security (IPSec).
- C. Use compression.
- D. Use Encrypting File System (EFS).

Answer: DExplanation: Encryption is more secure than share permissions and even NTFS file permissions. You should use Encrypting File System (EFS) to prevent Rory Allen's confidential files from being read by unauthorized users, even if the Everybody group is assigned the Full Control permission. In addition to this, Windows XP Professional allows multi-user access to encrypted files. At some time in the future, Rory Allen wants other managers to be able to access his files. Once a file has been encrypted, Rory Allen needs to access the Properties sheet of the file, click the Advanced button on the General tab, click Details, click Add, and then add all managers that should be able to access his files.

Incorrect answers:**A:** Encryption is more secure than both share and NTFS file permissions.

B: You would use the IPSec protocols to secure and encrypt data being transmitted over connections over the network.

C: Compressing folders does not encrypt the contents stored within those folders.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 314-316.

Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, pP. 546-548.

QUESTION NO: 3You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

The TestKing.com Sales team uses Windows XP Professional portable computers when they travel across the country to do business transactions with customers. Sales team members have individual home folders on the TestKing.com network. The files that reside in these home folders contain confidential customer information. All home folders used by the Sales team reside on a Windows 2000 Server computer named TESTKING-SR06.

You must ensure that the files used by the Sales team are protected from unauthorized access. When members of the Sales team travel, they use the Offline Files feature to access the files in their respective home folder on TESTKING-SR06.

You must secure offline copies of the files while minimizing the administrative effort needed to perform the task. You also want to ensure that the files are secured even if a portable computer is stolen.

What should you do?

- A. Inform all Sales personnel to change the permission for offline files on their Windows XP Professional portable computers so that only their respective user accounts have permission to the files.
- B. Change the permissions on the files in the home folders on TESTKING-SR06 so that only Sales personnel can access the files.
- C. Configure local policy on all Windows XP Professional portable computers to encrypt the Offline Files cache.
- D. Remove the Offline Files cache on all Windows XP Professional portable computers used by the Sales team.

Answer: C
Explanation: Enabling the Encrypt the Offline Files cache option on each portable computer encrypts the files in the Offline Files cache. This will secure the files from unauthorized even if a portable computer is stolen. Only authorized users and specified recovery agents would be able to decrypt the encrypted offline files. The Encrypt the Offline Files cache policy is found in the Computer Configuration/Administrative Templates/Offline Files directory.

Incorrect answers:
A: Encryption provides more security than NTFS file permissions. Configuring NTFS file permissions does not secure offline files from physical unauthorized access when a portable computer is stolen or lost. By encrypting the Offline Files cache, should an unauthorized person manage to access the files because of incorrectly configured NTFS permissions, the files and folders would be encrypted.

B: The question states that you must secure offline copies of the files. The issue does not involve securing files on TESTKING-SR06.

D: You cannot remove the Offline Files cache on all Windows XP Professional portable computers because the Sales team uses the feature to access the files in their home folders on TESTKING-SR06.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 336.

Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 622-623.

QUESTION NO: 4

You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Users that work in the Product Development department use a custom program that creates temporary files within the same folder as the source document. Andy Reid works in the Product Development department. Andy Reid is responsible for creating and editing files that contain important product development information. Andy Reid's client computer is named TESTKING-WS270.

You receive instruction from the Product Development manager to ensure that only Andy Reid accesses and edits the confidential files and all subsequent temporary files created in the folder when a document is opened. You access Andy Reid's Windows XP Professional computer, and create a folder named Product Files on a NTFS volume. You then change the properties of each existing file in the Product Files folder by choosing to encrypt the contents of the file.

However, Andy Reid complains that whenever he creates a new file, that file is not encrypted. You must ensure that both new and existing files in the Product Files folder are automatically encrypted. You want to comply with the instructions of the Product Development manager while not impacting the performance of TESTKING-WS270.

What should you do?

- A. Inform Andy Reid to access the properties of each new file and then choose to encrypt its contents.
- B. Inform Andy Reid to change the properties of the Product Files folder by choosing to compress the contents of the folder.
- C. Inform Andy Reid to encrypt the Product Files folder.
- D. Configure IP Security (IPSec) to automatically encrypt the files.

Answer: C
Explanation: When Andy Reid encrypts the Product Files folder by choosing the Encrypt contents to secure data option, only Andy Reid and the Encrypted data Recovery Agent would be able to access the files. You must though ensure that only Andy Reid's user account has the Full Control NTFS permissions assigned. To ensure that all new files and subfolders which Andy Reid creates is automatically encrypted, Andy Reid should leave the default setting, Apply changes to this folder, subfolders, and files setting enabled when he encrypts the folder.

Incorrect answers:**A:** This is the manual method of encrypting new files. The question states that all new and existing files in the Product Files folder are automatically encrypted. New files will not automatically be encrypted.

B: Compressing the Product Files folder would not result in the files within the folder being encrypted.

D: IPSec is used to secure and encrypt data being transmitted over network connections, and not to encrypt files on a Windows XP Professional computer.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, pP. 314-316.

Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 546-548.

QUESTION NO: 5You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A file server named TESTKING-SR11 contains a folder named Marketing. Users that work in the Marketing department access files stored within this folder. All files stored in the Marketing folder contain confidential information.

A user named Clive Wilson works in the Marketing department. Clive Wilson uses a client computer named TESTKING-WS270. You have been instructed to copy the Marketing folder and its associated contents to TESTKING-WS270, while also ensuring that the files are secured. The Marketing folder currently contains 180 MB of data.

TESTKING-WS270 contains two partitions named C and D respectively. Partition C and partition D are configured as follows:

1. Partition C is a FAT32 formatted partition with 1 GB of free disk space.
2. Partition D is a NTFS formatted partition with 250 MB of free disk space.

You must copy the Marketing folder to TESTKING-WS270.

How will accomplish the task and ensure that the Marketing folder and its associated files are secured.

- A. On TESTKING-SR11, encrypt the Marketing folder.
Copy the Marketing folder to Partition C.
- B. On TESTKING-WS270, copy the Marketing folder to Partition C.
Encrypt the contents of the folder.
- C. On TESTKING-WS270, copy the Marketing folder to Partition C.
Convert the Marketing folder to NTFS.
- D. On TESTKING-WS270, copy the Marketing folder to Partition D.
Encrypt the contents of the Marketing folder.

Answer: D
Explanation: The NTFS file system includes features such as encryption (EFS), disk quotas, file compression, mounted drives, NTFS change journal, and support for multiple data streams. Encrypting File System (EFS) can only encrypt files when the NTFS file system is being used. The FAT file system includes no support for encryption (EFS). The initial NTFS version that includes support for file encryption, disk quotas, sparse files, remote storage and Active Directory structures is NTFS 5.0.

Incorrect answers:**A, B:** Encrypting File System (EFS) can only encrypt files when the NTFS file system is being used. The FAT32 file system includes no local security for the file system or compression features. When you copy an encrypted file to the FAT32 file system, that file becomes decrypted.

C: You cannot convert the Marketing folder to NTFS. You have to convert the actual partition to an NTFS formatted partition.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 314-316.

Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 546-548.

QUESTION NO: 6 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com has its headquarters in Chicago and a branch office in Dallas. TestKing.com has recently merged with another company named TestSolutions.com, and plans to open a new branch office in Miami. Employees that work for TestSolutions.com will be located at the new Miami branch office.

You have been instructed to ensure that there are computers configured for the TestSolutions.com employees working in the Miami branch office. The TestSolutions.com employees must start working as soon as possible.

You need to perform the followings tasks:

- 1. Ensure that Windows XP Professional computers are installed at the Miami branch office.**
- 2. Ensure that all applications needed by the new users are available on their computers.**
- 3. Ensure that all new users are Active Directory domain members.**
- 4. Ensure that all files required by the users to perform their duties are available.**
- 5. Ensure that all data made available to users is encrypted.**

You create a new domain for the Miami branch office in the existing TestKing.com network. The new domain is named testsolutions.com. You make each new TestSolutions.com user a member of the testsolutions.com domain. All new computers will have computer accounts in the testsolutions.com domain.

You have installed the required computers at the Miami branch office. You plan to use the Sysprep utility to deploy Windows XP Professional and all software on these computers. You must ensure that all data made available to users on the new Windows XP Professional computers is encrypted.

How will you accomplish the task?

- A. On your reference computer, configure IPsec to secure the data.**
- B. Use the Sysprep utility to deploy the necessary software on the new Windows XP Professional computers.**
Inform each new user at the Miami branch office to encrypt the files on respective computers.
- C. On your reference computer, ensure that you encrypt the files that are required on the new Windows XP Professional computers.**
- D. On your reference computer, ensure that you encrypt the files required on the new Windows XP Professional computers.**
For each new user, create a new local user account.
Make each local user account a trusted user for the encrypted files.

Answer: BExplanation: All users at the new branch office have to encrypt the files on their respective Windows XP Professional computers. The Sysprep utility does not support any Active Directory features. What this means is that you cannot make the reference computer a member of the domain, and cannot therefore use recovery agents to recover the encrypted files on the reference computer.

The recommended sequence of events is as follows:

1. On the reference computer, deploy the necessary software.
2. Use the Sysprep utility to deploy the necessary software on the new computers. This is done by duplicating the reference computer's disk image to the target computers' disk image.
3. Inform the users to encrypt the files on respective Windows XP Professional computers.

Incorrect answers:**A:** IPsec cannot be used to encrypt files and data that are stored locally, on disks. IPsec is a tunneling protocol that is used to encrypt data, between two IPsec peers, as it is being sent over a network connection.

C: When you use the Sysprep utility to deploy software, all Windows XP Professional target computers are members of a workgroup first, and all local accounts are discreet accounts. This is due to the Sysprep utility not supporting any Active Directory features, thereby making it impossible to configure the reference computer as a domain member. You will not be able to recover any files that are encrypted on the reference computer.

D: You created a new domain named testsolutions.com, and each user already has a domain user account created. There is no need to create local user accounts.

Reference:Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 314-316.

Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 546-548.

QUESTION NO: 7You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Users that work in the Human Resources department frequently access files that contain confidential information on TestKing.com's employees. You decide to secure the contents of these files. You create a new folder named Human Resources on a file server named TESTKING-SR15. You enable Encrypting File System (EFS) on the Human Resources folder to ensure that its contents are encrypted.

While performing your routine network monitoring and housekeeping duties, you notice that the disk used to store the Human Resources folder is quickly running out of available space. To resolve this issue, you decide to immediately compress the Human Resources folder and its contents on TESTKING-SR15.

Your user account is a member of the local administrators group on TESTKING-SR15, and currently has these permissions assigned:

1. Full control permission for the Human Resources folder.
2. All permissions including the Full Control permission, Change permission, and Take Ownership permission; for subfolders of the Human Resources folder.

You must compress the Human Resources folder on TESTKING-SR15. Any changes that you make must not affect the Human Resources users' ability to access existing encrypted files and create new encrypted files within their respective subfolders in the Human Resources folder.

What should you do?

- A. Use your already assigned permissions to decrypt the Human Resources folder.
Decrypt the subfolders of the Human Resources folder.
Compress the Human Resources folder.
- B. On Human Resources folder on TESTKING-SR15, first enable compression; and then compress the folder.
- C. Assign your user account the Full Control permission for the Human Resources folder and its subfolders.
After taking control of the Human Resources folder, compress the folder.
- D. Assign your user account the Take Ownership permission for the Human Resources folder and its subfolders.
After taking control of the Human Resources folder, compress the folder.
- E. First inform all Human Resources department users to decrypt their respective subfolders and its content.
Compress the Human Resources folder.

Answer: E
Explanation: The question states the following: All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. This basically means that both the NTFS compression feature and Encrypting File System (EFS) cannot be enabled at the same time for whichever folder, subfolder or file. Before you can enable compression on the Human Resources folder, the subfolders and files contained within that folder have to be decrypted. Since your user account is not specified as a recovery agent, nor is it specified as a trusted user for the encrypted files; you cannot decrypt the subfolders created by the Human Resources users. The users first have to decrypt their respective subfolders before you can enable compression on the Human Resources parent folder.

Incorrect answers:
A: Because you are neither a recovery agent nor a trusted user for the encrypted files, you would not be able to decrypt the subfolders of the Human Resources folder. Your current permissions are inappropriate to do this.

B, C, D: If you proceed to just compress the Human Resources folder without decrypting the subfolders, then access to the encrypted files within its subfolders will be denied. The Human Resources folder will also no longer be encrypted. You need to ensure that users can access existing encrypted files and create new encrypted files within their respective subfolders in the Human Resources folder. In addition to this, the Full Control permission and Take Ownership permission will not allow you to decrypt any files in the Human Resources parent folder.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 314-316.

Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p.546-548.

QUESTION NO: 8 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Users in the Finance department use a third-party application named DynamicFinance. Each user feeds data into the DynamicFinance application, and then runs the application. This is achieved by each user having his or her own file named Finance.doc, which he or she feeds into the application. Each user's Finance.doc file contains data specific to that respective user. All users of the DynamicFinance application have their associated Finance.doc files stored in the C:\Program Files\Dynamic Finance Data folder.

You have been instructed by the financial manager to secure the contents of all Finance.doc files used by the Finance department users. Your solution must still enable users to run the DynamicFinance application. Users must also be able to add data to their Finance.doc files, and each Finance.doc file must remain unique.

Network administrators have permissions to change both the location and name of the Finance.doc files. Each Windows XP Professional computer used in the Finance department contains a single logical drive formatted with the NTFS file system. The file server on the TestKing.com network is named TESTKING-SR04.

What should you do to ensure that the Finance.doc files are secured?

- A. On each Finance user's computer, in the Properties of the Program Files\Dynamic Finance Data folder, use Windows Explorer to encrypt the contents of the folder. Leave the default settings on the Confirm Attributes Changes dialog box unchanged.
- B. On TESTKING-SR04, create a new folder and name it Finance Data. Copy all Finance.doc files to this folder. Encrypt the Finance Data folder.
- C. On each Finance user's computer, create a new folder and name it Finance Data. Move the Finance.doc file of the user to this folder. Inform each Finance user to encrypt the Finance Data folder.
- D. On each Finance user's computer, create a new folder and name it Finance Data. Move the Finance.doc file of the user to this folder. Encrypt the Finance Data folder.

Answer: C
Explanation: Each Finance department user must encrypt his or her Finance.doc file. If you as a network administrator encrypt the Finance.doc files, only you would be able to access the encrypted files. The user must encrypt the files to be able to access it.

Incorrect answers:
A: If the Finance user is to be able to add data to his or her own Finance.doc file, the user must encrypt the folder. You should not.

B: You cannot copy all Finance.doc files to a single folder on TESTKING-SR04. The Finance.doc files will start overwriting each other. The files have to remain unique for each user.

D: If the Finance user is to be able to add data to his or her own Finance.doc file, the user must encrypt the folder. You should not.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p.314-316.

Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p.546-548.

QUESTION NO: 9 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

The TestKing.com network contains a file server named TESTKING-SR25 and a web server named TESTKING-SR26. TestKing.com users in the Research department store confidential files on TESTKING-SR25. No users must be able to access the data in these files. The TestKing.com security policy requires that the data stored in the files be secured as it is being transmitted over the network. The security policy does not allow any user working in the Research department to access the files of another user.

You must enforce the requirements of the new TestKing.com security policy. You must ensure that no user can access another user's confidential data. You must also secure the data as it is being transmitted over the network.

How will you accomplish the task?

- A. Create a new Web share on TESTKING-SR26.
 - Create a subfolder for each user that works in the Research department.
 - Inform each user to encrypt his/her subfolder.
- B. Create a new Web share on TESTKING-SR26.
 - Encrypt the folder.
 - Create a subfolder for each user that works in the Research department
- C. Create a shared folder on TESTKING-SR25.
 - Inform each user to create a subfolder.
 - Inform each user to encrypt his/her subfolder.
- D. Create a shared folder on TESTKING-SR26.
 - Encrypt the folder.
 - Create a subfolder for each user that works in the Research department

Answer: A

Explanation:

Windows XP Professional supports the WebDAV redirector feature. The feature allows you to configure file sharing over HTTP. Now, because the file is encrypted on the Web share, when the file is transmitted to the user over the network, the file is encrypted. The file is decrypted on the Research department's user's client computer.

Incorrect Answers

B: Encrypting an empty folder will not work because no users will be able to save files to that folder. The users must encrypt their own folders.

C, D: You have to secure the files as they are being transmitted over the network. In this scenario, enabling encryption at the file server would fail to meet this requirement. The files would be sent over the network in clear-text as soon as a user opens his/her respective file.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p.314-316.

Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 546-548.

Part 2: Configure, manage, and troubleshoot a security configuration and local security policy. (12 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. All 200 Windows XP Professional computers on the TestKing.com network are members of the testking.com domain. All computers have their hard disks formatted as NTFS.

Andy Booth is the manager of the Human Resources department. Andy Booth's client computer is named TESTKING-WS156. Andy Booth is away from the office for a week while attending a Human Resources conference. When Andy Booth returns, he complains that a Human Resources employee named Amy Walsh logged on to his computer while he was attending the conference. Andy Booth wants you to ensure that only he can log on to TESTKING-WS156. No other users on the TestKing.com network must be able to log on to TESTKING-WS156.

You add all Human Resources employees to a new group named Deny Human Resources. You add all users that work in the Human Resources department to the Deny Human Resources group. You configure the Deny Log On Locally security policy on TESTKING-WS156, and specify the Deny Human Resources group in the policy.

A few weeks later, Andy Booth complains that another user in the Finance department has accessed his computer. You must immediately prevent all users from logging on to TESTKING-WS156. You want to use the minimal amount of administrative effort to accomplish your task.

What should you do?

- A. On TESTKING-WS156, configure the Log On Locally security policy.
Disable the Deny Log On Locally security policy on TESTKING-WS156.
- B. Create a new organizational unit (OU) named Secure Computers.
Add TESTKING-WS156 to the OU.
Configure the Log On Locally security policy in a Group Policy Object (GPO).
Link the new GPO to the Secure Computers OU.
- C. Create a new organizational unit (OU) named Deny Users.
Add all Finance and Human resources users to the OU.
Configure the Deny Log On Locally security policy in a Group Policy Object (GPO).
Link the new GPO to the Deny Users OU.
- D. On TESTKING-WS156, configure the Require Domain Controller Authentication To Unlock Workstation security policy

Answer: A
Explanation: The best method to ensure that only Andy Booth logs on to TESTKING-WS156, while using the least amount of administrative effort to accomplish your task, would be to configure the Log On Locally security policy on TESTKING-WS156. Only include Andy Booth's user account in the security policy. Ensure that all default groups specified in the Log On Locally security policy are removed.

Incorrect answers:
B: Using Group Policy to ensure that only Andy Booth can log on to TESTKING-WS156 is not necessary. Only Andy Booth is affected by his request so there is no need to create new OUs that could impact other computers and users to apply the relevant security policy. You can merely configure the Log On Locally security policy on TESTKING-WS156.

C: The Deny Log On Locally

security policy is typically used to deny a specific subset of users access. In this case, you should deny all users, and not only the Finance and Human resources users.

D: The Require Domain Controller Authentication To Unlock Workstation security policy is used to specify whether a domain controller has to be available when a user unlocks a workstation. It does not prevent other users from logging on to a computer.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p.216-217.

Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P.563.

QUESTION NO: 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. All users are members of the testking.com domain.

All users that work in the Finance department have user accounts in a group named Finance. All Windows XP Professional computers that are used in the Finance department have computer accounts in an organizational unit (OU) named FinanceWS. Users in the Finance department access a shared folder named Monthly Finance on their computers. The shared folder contains important monthly profit and loss information. Only users in the Finance department are authorized to access the contents of the folder.

You are monitoring network traffic; you notice the presence of an unauthorized individual attempting to access data. You follow the trail left by the individual and discover that the individual is attempting to access the Monthly Finance shared folder used by the Finance department users.

You want to identify who the individual is that is attempting to access the data in the Monthly Finance shared folder. You want to achieve this task without affecting the Finance department users' ability to use their computers. You also want to use the minimal amount of administrative effort to accomplish this task.

What should you do? Choose the two actions which you should perform. Each correct answer presents only part of the complete solution. Choose two answers that apply.

- A. Access each computer that has its computer account contained in the FinanceWS OU, and individually enable an audit policy on each computer to audit which users are accessing the contents of the Monthly Finance shared folder.
- B. On the FinanceWS OU, enable an audit policy to audit which users are accessing the contents of the Monthly Finance shared folder.
- C. For the Finance security group, enable auditing for the shared folder on the affected computers.
- D. For the Everybody security group, enable auditing for the shared folder on the affected computers.

Answer: B, D

Explanation: You first have to determine which users are attempting to access the shared files. The Audit Object Access audit policy can be used to track when a user accesses operating system components such as files, folders or registry keys. You therefore need to create a Group Policy Object (GPO) that applies the Audit Object Access audit policy, where Successes and Failures are tracked. You then have to link the GPO to the FinanceWS OU. Under the circumstances, you also need to audit account logon events so that you can track users that are logging on remotely to access your resources from over the network.

Incorrect Answers

A: The solution in this option is labor intensive. Enabling an audit policy locally on each Finance department computer would require more administrative effort than simply configuring Group Policy settings. The better solution would be to create a GPO with the required audit policy and then linking it to the FinanceWS OU.

C: Enabling auditing for the shared folder on the affected computers for the Finance security group would only work if the individual attempting to access the data turns out to be a Finance department user. Finance department users are authorized to access the data in the folder. At this point, it could be anyone within any department in the company.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 250-252.

QUESTION NO: 3 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. The TestKing.com domain controller runs Windows 2000 and is named TESTKING-DC01.

You need to deploy 50 new Windows XP Professional computers. The new computers must have computer accounts in the Computers OU in the testking.com domain. You want another administrator named Ally Wagner to install the new computers and add each one to the Computers OU. Ally Wagner will be responsible for administering the 50 new Windows XP Professional computers once they are installed. Ally Wagner's user account is a member of the Domain Users group.

Ally Wagner successfully installs Windows XP Professional on all 50 new computers but complains that she cannot add any of the computers to the Computers OU. You check that the computers are connected to the TestKing.com network. Each computer also has the proper IP addressing configuration.

You must ensure that Ally Wagner can add the 50 new Windows XP Professional computers to the Computers OU. You do not want to grant Ally Wagner excessive permissions to perform this task.

How will you achieve this goal?

- A. Use the Delegation of Control Wizard to grant Ally Wagner's user account the permissions to create new objects in the Computers OU in the Active Directory Users and Computers (ADUC) console.
- B. Ensure that Ally Wagner's user account is included in the Server Operators domain group.
- C. On TESTKING-DC01, add Ally Wagner's user account to the Add workstations to domain user right policy.
- D. Ensure that Ally Wagner's user account is included in the local Administrators group on each of the new computers.

Answer: A

Explanation: As an administrator, you can delegate administrative control of domains, organizational units (OUs) and containers in Active Directory to other administrators, users, or even groups. When you delegate administrative control over an OU, you enable other users or groups to administer the OU. Delegation of control enables you to transfer management tasks to various users within the organization. Because Ally Wagner needs permissions to add computer objects to the Computers OU, you should use Active Directory Delegation of Control Wizard to delegate only the Create computer objects permission needed to perform this task, to Ally. When Ally adds the computer objects, she will automatically become the owner of these objects, and will be able to administer the computers.

Incorrect Answers

B: If you add Ally Wagner's user account to the Server Operators group, you will be allowing Ally Wagner to perform numerous administrative tasks on servers on the network. This permission is way too excessive for the task she needs to perform. She only needs to be able to add computers to the domain.

C: Ally Wagner should only be able to add the new computer accounts to the Computers OU, and not computers to the domain.

D: This permission will not allow Ally Wagner to add the computers to the domain.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 252-256.

QUESTION NO: 4 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server. Half the client computers run Windows XP Professional and the rest run Windows Millennium Edition.

You receive instruction to upgrade the Windows Millennium Edition client computers to the Windows XP Professional operating system. You perform the upgrade of all designated computers to Windows XP Professional.

The next day, users that use the upgraded computers complain that they can no longer access and run some legacy applications. The users report that prior to the upgrade, they had no problem running these exact, same applications.

You need to ensure that all users who had their computers upgraded to the Windows XP Professional operating system can continue to run their legacy applications as before.

What should you do?

- A. Apply the Basicwk.inf security template to the upgraded computers.
- B. Apply the Compatws.inf security template to the upgraded computers.
- C. Apply the Basicwk.inf security template to the domain user accounts of those users using the upgraded computers.
- D. Add each user that uses an upgraded computer, to the Administrators group on their local computers.

Answer: B

Explanation

: Because you upgraded Windows Millennium Edition client computers to Windows XP Professional client computers, the default Windows XP Professional security settings were applied to the computers. This essentially prevents users that have accounts in the Users group from having excessive permissions. To enable these users to run their legacy application, they have to have slightly less permissions as users that have accounts in the Power Users group. You do not though have to add the user accounts to the Power Users group because this will give users more authority than needed on their local computers. To enable users to run the applications without granting excessive authority to these users, you have to apply the computer-specific Compatws security template to relax security so that the legacy programs can be run.

Incorrect Answers

A: The Basicwk.inf security template is the default template that applies the default settings to the computers. They already have these settings applied.

C: To resolve the issue, you need to apply computer-specific settings, and not user settings.

D: This option allows each user too much authority on the local computer.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 101.

James Chellis, Paul Robichaux & Matthew Sheltz, MCSA/MCSE: Windows Server 2003 Network Infrastructure Implementation, Management, and Maintenance Study Guide, Sybex, Alameda CA, 2003, P. 128-129.

QUESTION NO: 5 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. The TestKing.com domain controller runs Windows 2000 and is named TESTKING-DC01. All users are members of the testking.com domain.

The TestKing.com written security policy requires all users to use the CTRL+ALT+DEL key combination to log on to their Windows XP Professional computers.

An IT support technician named Kara Lang informs you that while assisting a user in the Marketing department, she noticed several users NOT using the CTRL+ALT+DEL key combination to log on to their Windows XP Professional computers.

You investigate the issue and find that the problem is NOT specific to users in the Marketing department. You must enforce the requirements of the written security policy immediately. You configure the Enable CTRL+ALT+DEL Requirement For Logon policy on TESTKING-DC01. You use a Windows XP Professional computer to test whether the policy changes are enforced. No Group Policy setting changes have taken effect.

What command should you run to refresh your Group Policy setting changes immediately and apply it consistently for all Windows XP Professional computers?

- A. Run Secedit /refreshpolicy machine_policy
- B. Run Secedit /refreshpolicy user_policy
- C. Run Gpupdate /target:computer
- D. Run Gpupdate /target:user

Answer: C

Explanation: When Group Policy settings in a GPO are changed, they are refreshed at five minute intervals on domain controllers, and at 90 minute intervals on servers and workstations, by default. Group Policy settings in a GPO are also refreshed when the computer reboots. The Gpupdate.exe command-line utility can be used to refresh GPOs immediately after you have made a change to its Group Policy settings. Gpupdate replaces the refreshpolicy option of the Secedit command.

Incorrect Answers

A, B: The Gpupdate replaces the refreshpolicy option of the Secedit command.

D: The questions states that the policy must be applied to all Windows XP Professional computers, not to the domain users.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 603.

James Chellis, Paul Robichaux & Matthew Sheltz, MCSA/MCSE: Windows Server 2003 Network Infrastructure Implementation, Management, and Maintenance Study Guide, Sybex, Alameda CA, 2003, P. 184.

QUESTION NO: 6

You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. The TestKing.com domain controller runs Windows 2000 and is named TESTKING-DC01. All users are members of the testking.com domain.

The TestKing.com written security policy requires all user logon events to be authenticated by TESTKING-DC01. You apply the Basicwk.inf security template to all Windows XP Professional client computers to enforce the written security policy.

You discover though that not all user logon events are being authenticated by TESTKING-DC01. You must ensure that the TestKing.com written security policy is enforced.

What should you do?

- A. Grant all domain users the Full Control permissions for the Domain Controllers OU in Active Directory.
- B. Use the Gpupdate command to enforce your Group Policy settings to be immediately applied to all Windows XP Professional client computers.
- C. Create a new GPO. Configure the new GPO to require authentication before a user unlocks his or her workstation.
- D. Create a new GPO. Configure the new GPO not to cache previous logon events.

Answer: D

Explanation: The Basicwk.inf security template applies the default Windows XP security settings to computers. It would not ensure that all user logon events are authenticated by TESTKING-DC01. To enforce the written security policy, you need to disable the Interactive logon: Number of previous logons to cache (in case domain controller is not available) policy on all Windows XP Professional client computers. If you have a GPO applied to the testking.com domain, you can change the Group Policy settings accordingly to enforce the written security policy. The Group Policy setting is found under Computer Configuration/Windows Settings/Security Settings/Local Policies/Security Options.

Incorrect Answers

A: You should never grant users the Full Control permissions for the Domain Controllers OU in Active Directory. Even assigning this extreme permission would not ensure that all user logon events are authenticated by TESTKING-DC01.

B: The Basicwk.inf security template applies the default Windows XP security settings to computers. Forcing the immediate application of this security template would not ensure that all user logon events are authenticated by TESTKING-DC01. Instead, the default Windows XP security settings would be applied.

C: The Require Domain Controller Authentication To Unlock Workstation security policy is used to specify whether a domain controller has to be available when a user unlocks a workstation.

Reference: James Chellis, Paul Robichaux & Matthew Sheltz, MCSA/MCSE: Windows Server 2003 Network Infrastructure Implementation, Management, and Maintenance Study Guide, Sybex, Alameda CA, 2003, P. 120.

QUESTION NO: 7 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Users in the Human Resources department use a third-party application named StaffAppraisals. When users run the StaffAppraisals application, several files that contain confidential employee information are created on a file server named TESTKING-SR08. The files inherit the .ecf extension when they are saved on TESTKING-SR08.

You receive complaints from numerous Human Resources department users about data changes being made to their confidential files. You investigate the issue and cannot isolate who the user(s) are that are making changes to the confidential files. You want to quickly identify the culprit, while using the least amount of administrative effort.

What should you do to identify which user(s) are making the changes to the Human Resources confidential files?

- A. Individually enable an audit policy on each Human Resources department computer to audit which users are accessing the confidential files.
- B. Add TESTKING-SR08 to an organization unit (OU) named ServerAudit.
Configure a new Group Policy Object (GPO) to apply the Audit object access policy.
Link the GPO to the ServerAudit OU.
- C. Add all client computers to an organization unit (OU) named HumanResourcesAudit
Configure a new Group Policy Object (GPO) to apply the

Audit object access policy.

Link the GPO to the HumanResourcesAudit OU.

D. For the Human Resources security group, enable auditing for the files on the affected computers.

Answer: B

Explanation: You have to determine which users are attempting to access the confidential files. The Audit Object Access audit policy can be used to track when a user accesses operating system components. You want to use the least amount of administrative effort, and therefore need to create a Group Policy Object (GPO) that applies the Audit Object Access audit policy for TESTKING-SR08. Monitoring the security log of TESTKING-SR08 would require less administrative effort than monitoring the security logs of all suspected client computers. Recall that users who have access to the files with the .ecf extension will be connecting to TESTKING-SR08 to access the files.

Incorrect Answers

A: The solution in this option is labor intensive. Enabling an audit policy locally on each Human Resources department computer would require more administrative effort than simply configuring Group Policy settings. The better solution would be to create a GPO with the Audit Object Access audit policy and then linking it to the appropriate OU.

C: Monitoring the security log of TESTKING-SR08 would require less administrative effort than monitoring the security logs of all suspected client computers.

D: At this point, it could be anyone within any department in the company. Monitoring only the Human Resources users could mean that you do not find the culprit.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p.250-252.

QUESTION NO: 8 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Users in the Finance department use a third-party application named BestAccounts. When a user runs the BestAccounts application, the application generates several files that have an .ecf file name extension. The files contain confidential information and are saved on the file server named TESTKING-SR01.

You have been instructed to immediately prevent users from maintaining offline copies of the .ecf files. All users that use the .ecf files can currently maintain offline copies of the files. You want to use the least amount of administrative effort to perform your task.

What should you do?

- A. On TESTKING-SR01, apply a local policy to prevent files that have .ecf extensions from being cached.
- B. Add TESTKING-SR01 to an organization unit (OU) named Server.
Configure a new Group Policy Object (GPO) to apply a policy to prevent files that have .ecf extensions from being cached.
Link the GPO to the Server OU.
- C. On each client computer, apply a policy to prevent files that have .ecf extensions from being cached.
- D. Add all affected client computers to an organization unit (OU) named FinanceWorkstations.
Configure a new Group Policy Object (GPO) to apply a policy to prevent files that have .ecf extensions from being cached.
Link the GPO to the FinanceWorkstations OU.

Answer: D

Explanation: You have to prevent users from maintaining offline copies of the .ecf files. To do this using the least amount of administrative effort, you need to add all affected client computers to an organization unit (OU), and then configure a new Group Policy Object (GPO) to apply a policy to prevent files that have .ecf extensions from being cached. The policy you need to enable is the Files not cached policy, found in the Computer Configuration/Administrative Templates/Network/Offline Files directory.

Incorrect Answers

A, B: The **Files not cached** policy is applied to client computers, and not to file servers.

C: This option will work but involves much more administrative effort than using a GPO to apply the policy to all affected client computers.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, *Configuring and Troubleshooting Windows XP Professional*, Syngress Publishing, Rockland MA, 2001, P. 621
www.microsoft.com/technet/prodtechnol/windows2000serv/reskit/gp/60.mspx

technet2.microsoft.com/WindowsServer/en/Library/9dba5df2-0359-4fa4-bdcf-dd6ae5ca345e1033.mspx

QUESTION NO: 9 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. The TestKing.com domain controller runs Windows 2000 and is named TESTKING-DC01.

You need to ensure that Windows XP Professional is installed on four computers in the domain. You want another administrator named Dean Austin to install the new computers and add each one testking.com domain. Dean Austin's domain user account is a member of the Domain Users group. All Active Directory policies currently have their default settings enabled.

You do not want to grant Dean Austin excessive permissions to perform this task. You only want Dean Austin to be able to install Windows XP Professional on the four computers and add the computers to the domain. Dean Austin must not be the owner of any computer objects in Active Directory.

What should you do to enable Dean Austin to perform his duties while ensuring that he is assigned the minimal rights required to do so?

- A. Use the Delegation of Control Wizard to grant Dean Austin's domain user account the permissions to create new objects in the Computers container in the Active Directory Users and Computers (ADUC) console.
- B. Because Dean Austin's domain user account is a member of the Domain Users group, he can already automatically add the four computers to the domain
- C. Ensure that Dean Austin's user account is included in the Server Operators domain group.
- D. On TESTKING-DC01, add Dean Austin's user account to the Add workstations to domain user right policy.

Answer: B

Explanation: The questions states that Dean Austin's domain user account is a member of the Domain Users group, and All Directory policies currently have their default settings enabled. Dean Austin therefore already has the Add workstations to domain user right assigned. This user right is by default assigned to Authenticated Users in the Default Domain Controllers Policy Group Policy Object (GPO). This means that any user that has his or her account in the

Domain Users group can add new computers if the default settings are enabled. You therefore have to do nothing, that is, assign no additional rights to Dean Austin's domain user account.

Incorrect Answers

A: Dean Austin does NOT need permissions to add computer objects to the Computers container. If you use the Active Directory Delegation of Control Wizard to delegate the Create computer objects permission to Dean Austin, then Dean Austin will automatically become the owner of these objects, and will be able to administer the computers. This is not required.

C: If you add Dean Austin's domain user account to the Server Operators group, you will be allowing Dean Austin to perform numerous administrative tasks on servers on the network. This permission is way too excessive.

D: Dean Austin already has this permission because it is by default assigned to the Authenticated Users in the Default Domain Controllers Policy Group Policy Object (GPO).

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 240

Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 543

QUESTION NO: 10 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. All users are domain members.

Several network administrators have recently changed and applied updated Group Policy settings to your Active Directory structure. These changes were applied at the site and domain level within your Active Directory structure.

Users have complained that since these changes were applied, they can no longer access resources which they previously could. You suspect that some of these Group Policy settings were applied at the incorrect levels within the Active Directory structure, resulting in the incorrect application of policies.

You access a Windows XP Professional client computer to find out what the cumulative effect of all policies applied to it is.

What utility should you run to accomplish this task?

- A. Use the Local Security Policy utility.
- B. Use the Domain Security Policy utility.
- C. Use the Security Configuration Analysis and Configuration utility.
- D. Use the Security Templates utility.

Answer: A

Explanation: GPOs are cumulative when they are applied to an Active Directory site, domain or OU. Group Policy settings in the GPO are cumulative and hierarchical in nature. When a GPO is applied to a site, the GPO is applied to all computers within the site. You need to determine the sum of all group policies which are applied to the computer. Since you have already logged on to a Windows XP Professional computer, you should use the Local Security Policy utility to determine what local settings and effective settings are being applied for each node.

Incorrect Answers

B: The Domain Security Policy utility enables you to determine what the security settings are in the default domain GPO.

C: The Security Configuration Analysis and Configuration utility is used to compare a computer's settings to settings stored within a database, and is also used to configure the computer with these settings. This is not what you need to do.

D: You first need to determine which settings are being applied before you can correct them. You would use the Security Templates utility to add security settings to security templates.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 248

QUESTION NO: 11 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com employs a new network administrator named Kara Lang. You must ensure that Kara Lang has the server administration tools installed on her computer. Her computer must be added to the testking.com domain. You also want the local Administrator account to be specified as a recovery agent for Encrypting File System (EFS).

You deploy Windows XP Professional on a new computer that was installed on the TestKing.com network. Kara Lang's computer is named TESTKING-WS158. After restarting TESTKING-WS158, you accept all default settings using the Network Identification Wizard. You add TESTKING-WS158 to the testking.com domain. Lastly, you install the server administration tools on TESTKING-WS158.

You discover though that the local Administrator account is not specified as a recovery agent for EFS.

How should you go about defining the local Administrator account as a recovery agent?

- A. Use Users and Passwords in Control Panel to define the account as a recovery agent.
- B. Use Local Security Policy to define the account as a recovery agent.
- C. Use Local Users and Groups in Computer Management to define the account as a recovery agent.
- D. Use Active Directory Users and Computers to define the account as a recovery agent.

Answer: B

Explanation: You first need to create a recovery key agent certificate for the local Administrator account and then you can specify the account as a recovery agent.

Because you want the local administrator account to be specified as a recovery agent, you must run the Add Recovery Key Agent Wizard from Local Security Policy.

Incorrect Answers

A: You cannot use the Users and Passwords in Control Panel to define the local Administrator account as a recovery agent. Control Panel is used to manage user and group accounts in the local Security Accounts Manager (SAM) database.

C: Local Users and Groups in Computer Management is also used to manage user and group accounts in the local Security Accounts Manager (SAM) database.

D: You want to configure the local Administrator account as a recovery agent, and not an Active Directory domain account. The Active Directory Users and Computers console is used to configure domain accounts.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 265
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 559

QUESTION NO: 12 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. All users have user accounts in the Domain Users group.

TestKing.com users can currently log on to any Windows XP Professional client computer on the network but should not be able to shut down any computer in the testking.com domain. Several managers have complained that when they arrived at the office, numerous client computers have been shut down.

You suspect that another administrator who has recently changed several Group Policy settings might have mistakenly enabled users to shut down computers in error. You need to ensure that no users can shut down any computer in the testking.com domain.

What should you do? Choose two possible methods of accomplishing this task. Each answer presents a complete solution to the problem. Choose two.

- A. Configure a GPO to disable the Allow system to shut down without having to log on policy.
Link the GPO to the testking.com domain.
- B. Ensure that the Users group is not assigned the Shut down system right on the Windows XP Professional computers.
- C. On each Windows XP Professional computer, ensure that the Power Options icon is not displayed in the Control Panel applet.
- D. Add all user accounts to the Shut down the system policy in a GPO.
Link the GPO to the testking.com domain.

Answer: A, B

Explanation: You have to prevent users from shutting down computers in the domain. Because all users have user accounts in the Domain Users group, and the Domain Users group is a member of the

Users group; each user will automatically have the right to shut down the system. To prevent this, you need to ensure that the Users group is not assigned the Shut down system right on the Windows XP Professional computers. You can also configure a GPO to disable the Allow system to shut down without having to log on policy, and then link the GPO to the testking.com domain. This will prevent the Shutdown button from displaying on the Log On To Windows screen.

Incorrect Answers

C: Simply disabling the use of the Power Options icon in Control Panel is insufficient. Users would still be able to shut down computers in the domain.

D: You must prevent users from shutting down computers - not allow them to do so by adding all user accounts to the Shut down the system policy in a GPO and then linking it to the testking.com domain.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 239

Part 3: Configure, manage, and troubleshoot local user and group accounts.

A: Configure, manage, and troubleshoot auditing(3 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Dean Austin is a manager in the Human Resources department. Dean Austin uses a client computer named TESTKING-WS158. Dean Austin frequently accesses files that contain confidential information about TestKing.com's employees. The files reside in several shared folders on TESTKING-WS158. Both Dean Austin and employees working in the Human Resources department modify these files.

Dean Austin complain that this morning, when he attempted to access a file in one of the shared folders on TESTKING-WS158, the shared folders and files were deleted. You decide to use last nights backup to restore the files. You successfully restore the latest available backup of these files. You must immediately determine who the culprit is that deleted the files.

You suspect that someone deleted Dean Austin's files from across the network. You log on to TESTKING-WS158. You want to configure local security policy, so that you can determine who connected to Dean Austin's computer and deleted the files.

What should you do? Choose the two actions which you should perform. Each correct answer presents only part of the complete solution. Choose two answers that apply.

- A. On TESTKING-WS158, enable the Privilege Use - Success audit policy.
- B. On TESTKING-WS158, enable the Logon Events - Success audit policy.
- C. On TESTKING-WS158, enable the Account Logon Events - Success audit policy.
- D. On TESTKING-WS158, enable the Object Access - Success audit policy.

Answer: A, D

Explanation: The Privilege Use - Success audit policy will allow you to see who deleted the files from TESTKING-WS158, and also when these files were deleted. The Object Access - Success audit policy will let you know when an individual successfully accessed Dean Austin's files.

Incorrect Answers

C, B: The Logon Events - Success and Account Logon Events - Success audit policies would not work because the question states that Dean Austin's files were deleted from over the network. These policies would inform you on who logged on to the local computer, and whether a user account was compromised.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 249-250
Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 552

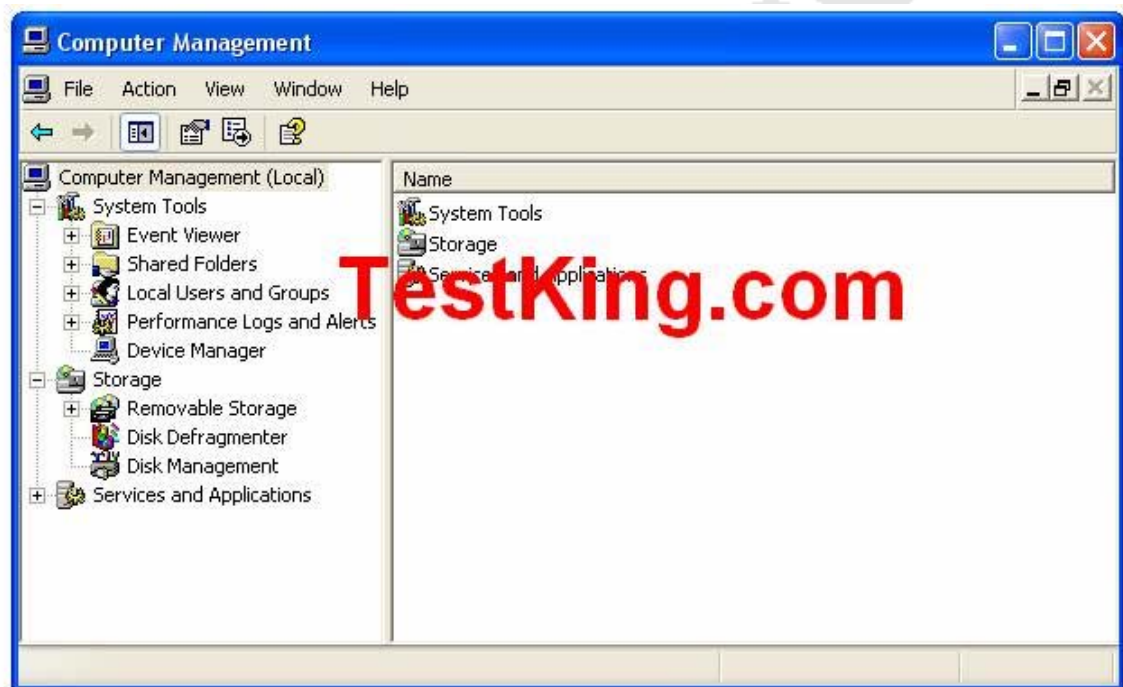
QUESTION NO: 2 HOTSPOT You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. The TestKing.com network consists of 300 Windows XP Professional computers. All computers and users are members of the testking.com domain.

While adding new user accounts to the testking.com domain, you find some user accounts that have been assigned more permissions than what you recall assigning to them. You remove the excessive permissions from the user accounts which you are able to identify as being problematic.

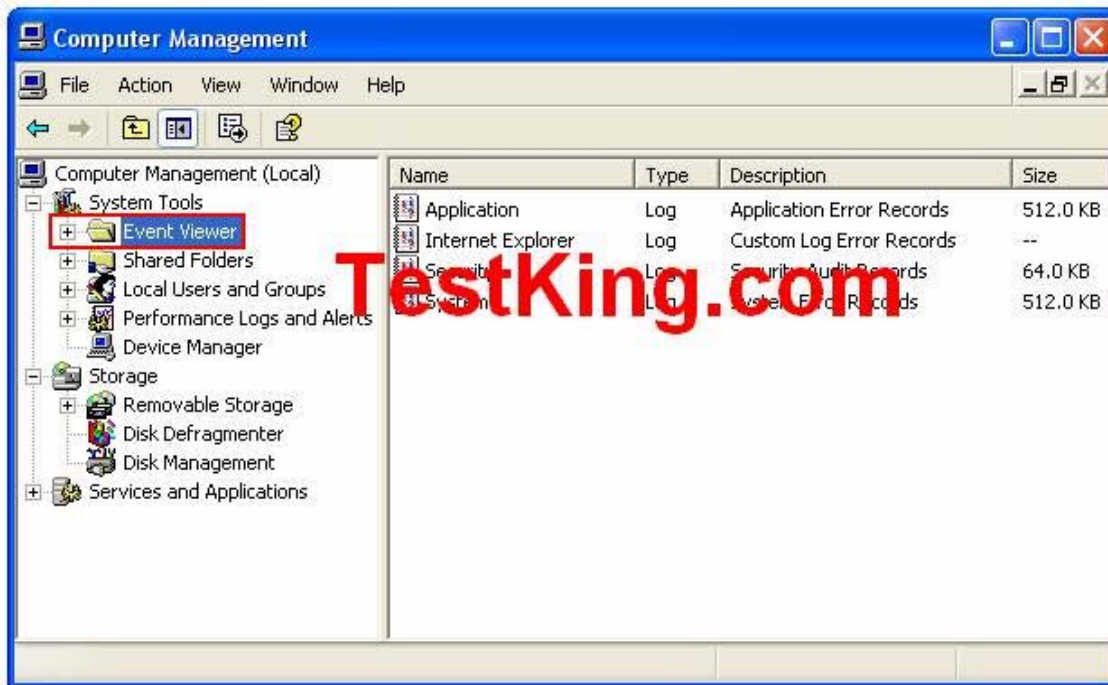
You suspect that a security violation has occurred and decide to view the results of your current auditing effort. You want to view the information contained within the Security log. You open Computer Management.

Using the Exhibit; click the option, entry, or menu item that you should use to access the information in the Security log.

Exhibit:



Answer:



Explanation: You need to view the audit trail on changes that were made to the user accounts. When an event or action takes place that's configured for auditing, the action or event is written to the security log. Security auditing events are written to the security log of the system, and can be accessed and viewed from Event Viewer.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 267

QUESTION NO: 3 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

Users that work in the Finance department access confidential files that reside in a shared folder. No other users must be able to access these files and data. You configure the necessary permissions to ensure that only Finance department users have access to the files.

You have been instructed to perform monitoring, to ensure that no other users can read the data in these files. You decide to use a user account that does not have the Read permissions assigned for these files.

What should you do to ensure that this user account cannot access the financial files?

- A. Enable auditing for failed events in Privilege Use.
- B. Enable auditing for failed events in Directory Service.
- C. Enable auditing for failed events in Object Access.
- D. Assign the Generate security audits user right to the user account.

Answer: C

Explanation: The Object Access audit policy will let you know when an individual failed to access the Finance department's files.

Incorrect Answers

A: The Privilege Use audit policy tracks when a user effects a user right. You do not want to track events for all rights.

B: The Directory Service audit policy tracks when users access Active Directory objects which have system access control lists (SACLs).

D: You do not want to enable the Finance users to make entries in the security log for object access auditing. You want to verify that no other users can access their files.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 561

Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 251

B: Configure, manage, and troubleshoot account settings(2 Questions)

QUESTION NO: 1

You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com hires 10 new employees. You have been instructed to install computers for these employees and then deploy Windows XP Professional on the computers. After installing the new computers, you access Computer Management to create user accounts for the users.

You configure the user accounts to run a logon script named Mappings. The Mappings logon script will map drives to a Windows 98 computer. You access the Properties sheet of each new user account and then add the name Mapping on the Profile tab. You add the Mappings logon script to the <systemdrive>\documents and settings\<username> default directory.

The users complain that when they log on to their new computers, no drives are mapped to the Windows 98 computer. You must ensure that maps drives to a Windows 98 computer.

What should you do?

- A. Add each new user's user account to the local Administrators group on their computers.
- B. Remove Mappings from the <systemdrive>\documents and settings\<username> directory, and add it to the <systemroot>\sysvol\sysvol\scripts default directory.
- C. Remove Mappings from the <systemdrive>\documents and settings\<username> directory, and add it to the <systemroot>\system32\netlogon default directory.
- D. Create the <systemroot>\system32\repl\import\scripts directory.
Remove Mappings from the <systemdrive>\documents and settings\<username> directory, and add it to the <systemroot>\system32\repl\import\scripts directory.

Answer: D

Explanation: The <systemdrive>\documents and settings\<username> directory is where you store the profile of a user. Logon scripts should be placed in the systemroot\system32\repl\import\scripts directory after you have created it.

Incorrect Answers

A: You do not want to add each new user to the Administrators group. The issue has nothing to do with the user rights assigned to each new user. It pertains to the location of the logon script.

B: The <systemroot>\sysvol\sysvol\scripts directory does not exist on Windows XP Professional computers. There is not such default directory.

C: The <systemroot>\system32\netlogon directory does not exist on Windows XP Professional computers. There is not such default directory.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 253-255

QUESTION NO: 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com hires a new employee named Kara Lang in the Sales department. You must create a new user account for Kara Lang. You start to create Kara Lang's user account by logging on as the local administrator. You access Computer Management to create the new user account for Kara Lang. For Kara Lang's user account, you only want a network administrator to modify the password associated with it.

You navigate to the Properties sheet of Kara Lang's user account to enable the User cannot change password option, but find that the User cannot change password check box is unavailable for selecting and deselecting.

What should you do to ensure that Kara Lang cannot change her password?

- A. Ensure that the User must change password at next logon option is NOT enabled.
- B. Before reattempting to configure Kara Lang's user account properties, verify that you have enabled the user account.
- C. Before reattempting to configure Kara Lang's user account properties, first finish creating the user account, save it, and then update Kara Lang's user account properties settings.
- D. Ensure that the Passwords never expires option is enabled.

Answer: A

Explanation: The User must change password at next logon option must be disabled (deselected) to make the User cannot change password option available for selecting. Selecting the User must change password at next logon option deactivates both the Passwords never expires option and the User cannot change password option.

Incorrect Answers

B: A user account is ENABLED when you create it!

C: A user account's properties can be modified while you are creating the account. You do not have to save the account first.

D: You would be unable to select the Passwords never expires option if the User must change password at next logon option is enabled. Besides, the question states that you want only an administrator to change the password that is associated with Kara Lang's account. It mentions nothing about password expiration settings.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 218

C: Configure, manage, and troubleshoot account policy(1 Question)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. All computers belong to the testking.com domain.

You receive instruction to ensure that for user accounts that get locked out due to the incorrect passwords being specified, administrator intervention must be required to unlock the specific account. To comply with these instructions, you open a Microsoft Management Console (MMC) to load an Active Directory snap-in to configure Group Policy. You configure a new Group Policy Object (GPO) by setting the Account Lockout Threshold to zero in Account Lockout Policy. You link the GPO to the testking.com domain.

You discover though that administrator intervention is NOT being enforced for user accounts that are locked out. You must ensure that for all user accounts that are locked out, administrator intervention is required.

What should you do?

- A. Ensure that the Require domain controller to unlock account policy is enabled.
- B. Using Local Security Policy for each Windows XP Professional computer; set the Account Lockout Duration setting to 0.
- C. Using Local Policy for each Windows XP Professional computer; set the Reset Account Lockout Counter After setting to 0.
- D. Using Local Policy for each Windows XP Professional computer; set the Account Lockout Threshold setting to 0.

Answer: B

Explanation: Setting the **Account Lockout Threshold** to zero and linking it to the testking.com domain disables account lockouts. This is the problem with your current configuration. The Account Lockout Duration setting controls the duration that an account which is locked remains locked. A setting of 0 results in an administrator having to manually unlock the locked out account. You enforce the setting for each Windows XP Professional computer by using Local Security Policy.

Incorrect Answers

A: The Require domain controller to unlock account policy is fictitious - it does not exist.

C: The Reset Account Lockout Counter After setting determines the time duration that must pass subsequent to an invalid logon attempt occurring, prior to the reset account lockout counter being reset.

D: In Local Policy, the Account Lockout Threshold setting controls the number of times after which an incorrect password attempt results in the account being locked out of the system. It does not enforce administrator intervention for locked out accounts.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 560

D: Configure, manage, and troubleshoot user and group rights(1 Question)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional. All computers belong to the testking.com domain.

Your Administrator account is currently a member of the local Administrators group. You need to create and administer Active Directory Group Policy Objects (GPOs) in the testking.com domain. To enable this, another network administrator named Rory Allen creates a computer account for your Windows XP Professional computer and then joins your computer to the testking.com domain.

What should be done next to enable you to manage Group Policy Objects (GPO) in the testking.com domain?

- A. Your user account must be added to the Backup Operators group.
- B. Your user account must be added to the Power Users group.
- C. Your user account must be added to the Interactive group.
- D. Your user account must be added to the Domain Admins group.
- E. No other functions need to be performed. You already have the required permissions to manage GPOs.

Answer: D

Explanation:

Members of the Domain Admins group have permissions to perform administrative functions on computers in the domain. The permissions are: Read, Write, Special Permissions, Create All Child Objects, and Delete All Child Objects. You need to have these permissions to manage GPOs in Active Directory.

Incorrect Answers:

A: The Backup Operators group members have rights to back up and restore your system configuration and important data.

B: The Power Users group members have rights to manage users and resources, but only on the local computer.

C: The Interactive group gets defined by who is logged on, locally, to the specific computer.

E: When a computer that has Client for Microsoft Networks installed is joined to a domain, the Domain Admins group automatically becomes a member of the local Administrator group. While your account is included in the local Administrator group, it is not included in the Domain Admins group.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 551

E: Troubleshoot cache credentials. (2 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A user named Ally Wagner needs to access resources on the Internet. She also wants to store the user name and password information needed to access two Internet resources, which she frequently accesses, so that she can access them automatically in the future. You create a dial-up connection to your Internet Service Provider (ISP) to enable Ally Wagner to access her required resources on the Internet.

The following morning, Ally Wagner complains that the user name and password information of the two Internet resources are not stored. She has to manually provide the user name and password information whenever she wants to access either of the resources. Ally Wagner's user account has no administrative privileges assigned to it.

What should you instruct Ally Wagner to do?

- A. Instruct Ally Wagner to access the Properties sheet of Internet Explorer to define the user names and passwords of the resources.
- B. Instruct Ally Wagner to access the Properties sheet of the dial-up connection to define the user names and passwords of the resources.
- C. Instruct Ally Wagner to access the User Accounts applet in Control Panel to define the user names and passwords of the resources.
- D. Instruct Ally Wagner to access the Phone and Modem Options applet in Control Panel to define the user names and passwords of the resources.

Answer: C

Explanation:

Ally Wagner should use the User Accounts applet in Control Panel to define the user names and passwords of the resources. This is where you access the Stored User Names and Passwords feature of Windows XP Professional. If Ally Wagner wants to automatically access an Internet based resource, she should define the user name and password required to access the resource using the Friendly Management User Interface. This is the interface that allows users who have accounts with no administrative privileges assigned to it, to manage some features for themselves.

Incorrect Answers

A: The Properties sheet of Internet Explorer is used to configure the digital identifiers that are used with email addresses.

B: The Properties sheet of the dial-up connection is used to configure properties for the actual dial-up connection, such as Internet Connection Sharing (ICS) settings.

D: The Phone and Modem Options applet in Control Panel is used to configure properties for the modems that are installed on your computer.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, p. 565-568

QUESTION NO: 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A user named Dean Austin works in the Marketing department. Dean Austin uses a client computer named TESTKING-WS158. Dean Austin uses the Stored User Names and Passwords feature of Windows XP Professional to store the user name and password information of a few Internet resources that he frequently accesses. Dean Austin uses a dial-up connection to the company Internet Service Provider (ISP) to access the Internet based resources.

Another network administrator has recently enabled Basic authentication for numerous users, including Dean Austin. Dean Austin complains that since this occurred, he manually has to enter the user name and passwords for resources that were never required before.

You must ensure that Dean Austin can still use the Stored User Names and Passwords feature to store user name and password information of the Internet resources that he frequently accesses.

What should you do to resolve this issue? Choose two possible solutions for resolving the issue. Each correct answer presents a complete solution to the issue. Choose two answers.

- A. Instruct Dean Austin to access the User Accounts applet in Control Panel to re-enter the user names and passwords of the resources he accesses.
- B. Configure SSL authentication to ensure that passwords are encrypted when transmitted from TESTKING-WS158 to the server.
Instruct Dean Austin to use the access the User Accounts applet in Control Panel to re-enter the user names and passwords of the resources.
- C. Remove Basic authentication as the authentication type and re-enable the default authentication type (Kerberos authentication) for Dean Austin.
Instruct Dean Austin to use the access the User Accounts applet in Control Panel to re-enter the user names and passwords of the resources
- D. Grant Dean Austin local Administrator rights.

Instruct Dean Austin to use the access the User Accounts applet in Control Panel to re-enter the user names and passwords of the resources.

Answer: B, C

Explanation:

The Stored User Names and Passwords feature of Windows XP Professional only works when the authentication type is specified as SSL, Kerberos, NTLM, or Passport authentication. The feature cannot be enabled for the Basic authentication type. You can configure SSL authentication to ensure that passwords are encrypted when transmitted from TESTKING-WS158 to the server. Basic authentication and SSL are often used together. Alternatively, you can enable the default authentication type, which is Kerberos, for Dean Austin.

Incorrect Answers:

A: This will not work. Basic authentication is not supported as an authentication type for the Stored User Names and Passwords feature.

D: Dean Austin does not need local administrator rights to use the Stored User Names and Passwords feature to store user name and password information of the Internet resources that he frequently accesses. The issue has to do with the authentication type that is configured.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 266

Part 4: Configure, manage, and troubleshoot Internet Explorer security settings. (6 Questions)

QUESTION NO: 1 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

The testking.com domain contains an enterprise root certification authority (CA) that issued a Web server certificate to TestKing.com's secure intranet Web site. The enterprise root certification authority is located on a server named TESTKING-SR05.

A TestKing.com user named Amy Wilson works in the Sales department. Amy Wilson uses client computer named TESTKING-WS270. One day Amy Wilson complains that when she attempts to access the intranet Web site, she receives a security alert message. The security alert message is shown in the exhibit:

Exhibit:



After Amy Wilson clicks Yes on the Security Alert dialog box, she can access the internal Web site. Amy Wilson has a user account that is not added to the testking.com domain. Her computer also does not have a computer account in the Computers OU. You verify that Amy Wilson is using <https://intranet.testking.com> to access the internal Web site.

You must perform the configuration that will enable Amy Wilson to connect to the intranet Web site, without the Security Alert dialog box being presented first.

What should you do?

A. Export the certificate of TESTKING-SR05 to a file.

Inform Amy Wilson to import it to the Trusted Root Certification Authorities store in Internet Explorer.

- B. Create a new Certificate Trust List (CTL) and include the enterprise root certification authority (CA) in it.
On TESTKING-WS270, open the Certificates settings in Internet Explorer.
Import the CTL.
- C. Inform Amy Wilson to access Internet Explorer, and click View Certificate.
Amy Wilson should then export the certificate to a file, and then import it to the Trusted Root Certification Authorities store.
- D. On TESTKING-WS270, open the Security properties in Internet Explorer.
In the Trusted Sites dialog box, enable the Require server verification for all sites in this zone checkbox.

Answer: A

Explanation: Amy Wilson's user account is not added to the testking.com domain. What this basically means is that her Windows XP Professional computer does not trust the enterprise root certification authority (CA). To configure her computer to trust the certificate of TESTKING-SR05, the certificate has to be added to the Trusted Root Certification Authorities store in Internet Explorer, on her computer.

Incorrect Answers

B: There is only one CA on the Testking.com network. You do not need to create a new Certificate Trust List (CTL) to add certificates to the CTL. You can use the existing CTL.

C: The current default certificates on Amy Wilson's computer do not trust the enterprise root certification authority (CA). This option would not work because the enterprise root certification authority is not added.

D: Enabling the Require server verification for all sites in this zone checkbox has nothing to do with digital certificates. The setting is used to specify whether Internet Explorer must check that the server for a Web site is secure before allowing a connection to its Web sites.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 583

QUESTION NO: 2 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

You receive instruction to compare antivirus software solutions and then implement the feasible one for the organization. You decide to access the Web sites of several vendors to determine which vendor offers the antivirus software that suits your specific requirements. While navigating these sites, you want to block cookies containing personal information on your Windows XP Professional computer. You do however want to place the cookies if the Web server first prompts you for permission to store the information.

Which setting(s) should you configure in Internet Explorer to ensure that your requirements are met?

- A. Access the Content tab to control which cookies are stored.
- B. Access the Security tab to control which cookies are stored
- C. Access the Connection tab to control which cookies are stored
- D. Access the Privacy tab to control which cookies are stored.

Answer: D

Explanation: In Internet Explorer, in the Internet Properties dialog box, you need to use the Privacy tab to define whether cookies containing personal information are stored. You can configure general policy for all cookies, or you can define a specific policy for a Web site(s).

Incorrect Answers

A: The Content tab is used to enable the Microsoft Profile Assistance, configure Content Advisor settings, and configure the Autocomplete features settings. The tab does not allow you to control whether cookies are stored or blocked.

B: The Security tab is used to add sites to zones. The tab does not allow you to manage whether cookies are stored or blocked.

C: The Connection tab is used to manage VPN and DUN connections, it as nothing to do with cookies.

Reference: Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 412

QUESTION NO: 3 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

You have been checking whether all your devices have the latest available device drivers installed. You find though that some devices do not have the latest available device drivers. You verify with the vendor that these device drivers can be downloaded from their Web site. You log on to the Internet and access your vendor's Web site.

To select and download a specific driver, you provide the operating system, model number, and other relevant information on the required form. When you click the Submit button, you receive a message stating that your computer currently does not allow the sending of unencrypted data in HTML forms.

You need to ensure that the device driver is installed as soon as possible. You need to configure Internet Explorer to allow unencrypted data to be submitted.

What should you do to successfully submit the form?

- A. In Internet Explorer, on the Security tab, ensure that the File download option is set to Enable.
- B. In Internet Explorer, on the Security tab, ensure that the Submit nonencrypted form data option is set to Enable.
- C. In Internet Explorer, on the Content tab, click the Clear SSL State option.
- D. In Internet Explorer, on the Advanced tab, click the Check for signatures on downloaded programs option.

Answer: B

Explanation: Currently, Internet Explorer is not allowing you to submit unencrypted data so that you can download the device driver. To configure Internet Explorer to allow this, you have to enable the Submit nonencrypted form data option. Access the Security tab in Internet Explorer, and then select the actual security zone that the vendor's Web site belongs to. Next, click Custom Level. After this, enable the Submit nonencrypted form data option.

Incorrect Answers

A: Setting the File download option to Enable has no impact on whether unencrypted data can be sent in HTML forms. This option pertains to when a user downloads files from Web sites.

C: This option would not work either because it would only remove all authentication certificates from the SSL cache.

D: The Check for signatures on downloaded programs

option has to do with configuring Internet Explorer to first check for signatures before allowing files to be downloaded.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 463-466

QUESTION NO: 4 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

TestKing.com has its headquarters in Chicago. TestKing.com has recently acquired another company named TestSolutions.com. The TestKing.com written security policy does not allow unsigned ActiveX controls to be downloaded from unapproved Web sites. You need to access the testsolutions.com Web site to download an unsigned ActiveX control. You navigate to the testsolutions.com Web site to download the required ActiveX control but cannot do so.

You verify that the testsolutions.com Web site is defined as an approved site. You also ensure that all default settings on Internet Explorer are applied. You must download the ActiveX control from the testsolutions.com Web site, while not violating the TestKing.com written security policy.

How will you accomplish the task?

- A. Ensure that the testsolutions.com Web site is defined in the Trusted sites zone and not the Internet zone.
- B. In Internet Explorer, set the Low security level for the Internet zone.
- C. In Internet Explorer, enable unsigned ActiveX controls to be downloaded for the Internet zone.
- D. Remove your Windows XP Professional computer from the GPO that prevents ActiveX controls from being downloaded.

Answer: A

Explanation: All sites that are not defined in a security zone other than the Internet zone, is automatically added to the Internet zone. This is what probably occurred with the testsolutions.com Web site. The security level for the Trusted sites zone however is by default set to Low. The Prompt setting for the

Download unsigned ActiveX controls setting is enabled by default. Adding the testsolutions.com Web site to the Trusted sites zone will therefore allow you to download the required ActiveX control.

Incorrect Answers

B, C: Setting the Low security level or enabling the Download unsigned ActiveX controls setting for the Internet zone would result in all sites in that zone having the option enabled, which would basically not comply with the security policy of the company.

D: There are no Group Policy settings for preventing ActiveX controls from being downloaded.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 523

Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 375

QUESTION NO: 5 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

The testking.com domain contains an enterprise root certification authority (CA) that issues Web server certificates for the secure intranet Web sites used by the Finance department. Recently, several users have complained that when they attempt to access one of the intranet Web sites, they receive a message stating that the digital certificate is not from a trusted source.

You verify that users in the Finance department are providing the proper address information in Internet Explorer's address bar when they attempt to connect to the intranet Web site. You also verify that the intranet Web site has been issued with a certificate by the enterprise root certification authority (CA) in the testking.com domain.

You must ensure that all users in the Finance department can access all Finance-specific intranet Web sites. No security error messages should be displayed to users.

What should you do?

- A. In Internet Explorer, enable the Use TLS 1.0 option.
- B. Ensure that the server certificate for the intranet Web site is added to the Trusted Publishers list.
- C. Export the certificate of the intranet Web site to a file.
Inform all Finance users to import it to the Trusted Root Certification Authorities store in Internet Explorer on their computers.
- D. On the Finance department computers, open the Security properties in Internet Explorer.
In the Trusted Sites dialog box, enable the Require server verification for all sites in this zone checkbox.

Answer: C

Explanation: To configure the computers of the Finance users to trust the certificate of the intranet Web site, the certificate of the issuing CA has to be added to the Trusted Root Certification Authorities store in Internet Explorer.

Incorrect Answers

A: TLS 1.0 is communication protocol and has nothing to do with Internet security.

B: The server for the site is a Web server and not a Certificate Authority (CA).

D: Enabling the Require server verification for all sites in this zone checkbox has nothing to do with digital certificates. The setting is used to specify whether Internet Explorer must check that the server for a Web site is secure before allowing a connection to its Web sites.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, P. 523

Brian Barber, Chad Todd, Norris L. Johnson, Jr., & Robert J. Shimonski, Configuring and Troubleshooting Windows XP Professional, Syngress Publishing, Rockland MA, 2001, P. 375

QUESTION NO: 6 You work as the network administrator at TestKing.com. The TestKing.com network consists of a single Active Directory domain named testking.com. All servers on the TestKing.com network run Windows 2000 Server and all client computers run Windows XP Professional.

A new employee named Rory Allen has been hired in the Sales department. Rory Allen will be frequently accessing the Internet to navigate and search for information on the Web sites of various insurance companies. After logging on to his Windows XP Professional computer, Rory Allen complains that he cannot search any Internet Web sites.

You advise Rory Allen to use a popular Internet search engine when he searches the Web sites for information. Rory Allen continues to complain that he cannot search any Internet Web sites.

What should you do to enable Rory Allen to perform his duties?

- A. In Internet Explorer ensure that the Submit nonencrypted form data option is set to Enable for the Internet zone.
- B. For the Internet zone, ensure that the Display mixed content option is enabled.
- C. Configure Internet Explorer by enabling the Forms option so that it automatically suggests form entries.
- D. In Internet Explorer, on the Advanced tab, click the Check for signatures on downloaded programs option.

Answer: A

Explanation: The issue preventing Rory Allen from accessing Internet Web sites is probably Internet Explorer settings preventing nonencrypted form data from being submitted. You need to enable Rory Allen to access Internet Web sites. To configure Internet Explorer to allow this, you have to enable the Submit nonencrypted form data option. Access the Security tab in Internet Explorer, and then select the actual security zone that the vendor's Web site belongs to. Next, click Custom Level. After this, enable the Submit nonencrypted form data option.

Incorrect Answers

B: The Display mixed content option is used to specify how Internet Explorer responds to security issues when files are downloaded. This setting has no impact on whether Rory Allen can search Web sites.

C: Enabling the Forms option would only result in Internet Explorer suggesting entries for forms from previous history.

D: The Check for signatures on downloaded programs option has to do with configuring Internet Explorer to first check for signatures before allowing files to be downloaded.

Reference: Lisa Donald & James Chellis, MCSA/MCSE: Windows XP Professional Study Guide, Third Edition, Sybex, Alameda, 2005, p. 463-466